

**A REPORT ON DOMESTIC VIOLENCE SHELTERS IN  
THE CITY AND THE COUNTY OF LOS ANGELES**

**Prepared for:**

The City of Los Angeles Housing Department

**Prepared by:**

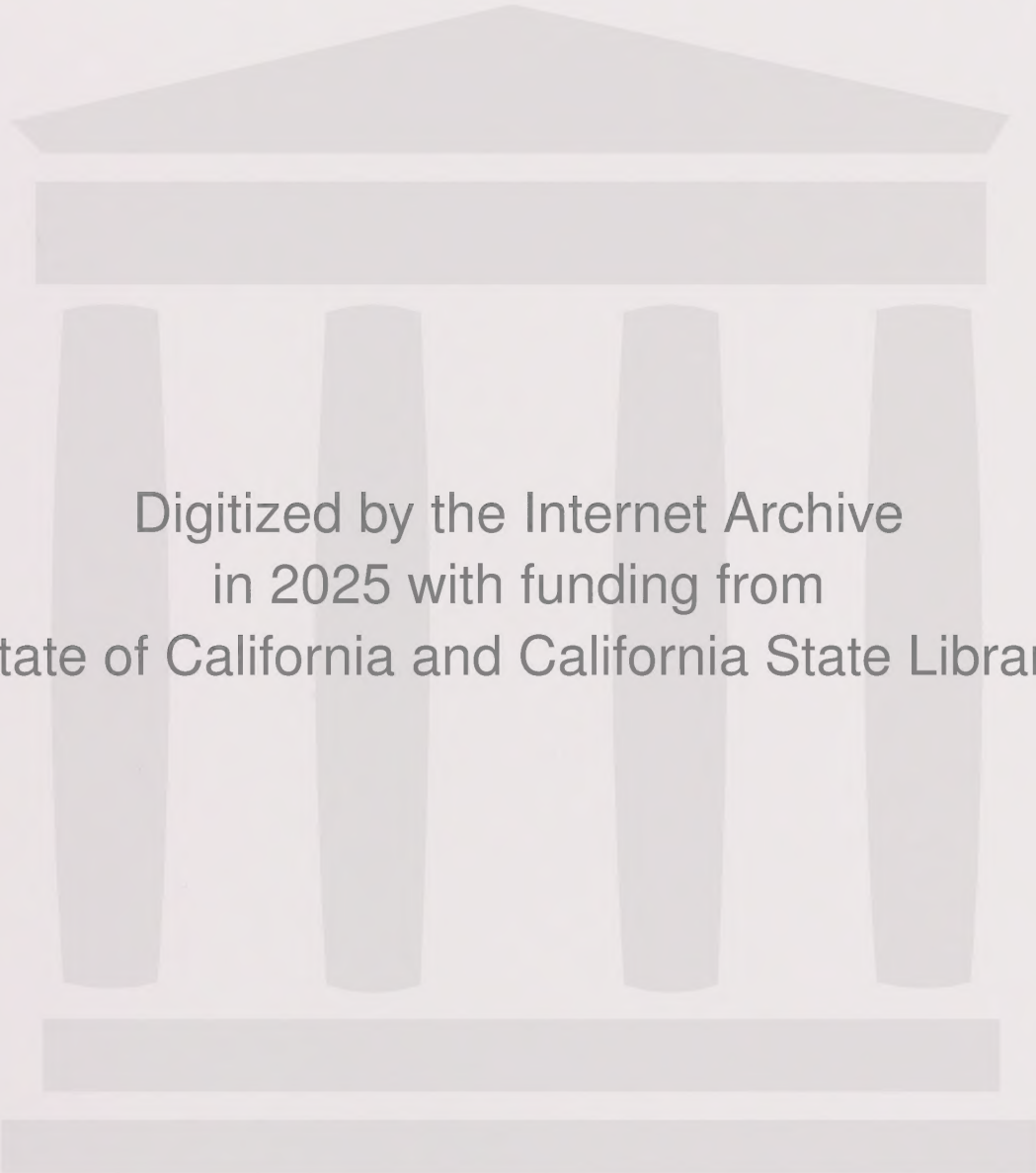
Shelter Partnership, Inc.  
523 West Sixth Street, Suite 616  
Los Angeles, CA 90014  
(213) 688-2188

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## **ACKNOWLEDGEMENTS**

Shelter Partnership, Inc. would like to thank the domestic violence shelter providers and their clients who contributed their time and effort in completing our surveys for this report. We are also indebted to those individuals who responded to our requests for interviews and to the homeless family shelter providers who participated in our telephone surveys.

This report was prepared for Shelter Partnership, Inc. by Glenda Low with guidance from Ruth Schwartz, Executive Director. Assistance with data entry and graphics was provided by Omeka Bivins-Asfaw and Gina Da Rocha.





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## **I. EXECUTIVE SUMMARY**

### Background

The City of Los Angeles currently spends \$5 million annually on the development and operation of domestic violence shelters. In order to determine how best to direct its limited resources in relation to the needs, services, gaps, and capital and operating resources for domestic violence emergency and transitional housing shelters, the City of Los Angeles commissioned Shelter Partnership, Inc. to prepare a report on the domestic violence shelters in the City of Los Angeles. Shelter Partnership expanded the scope of the report to include domestic violence shelters located outside the City of Los Angeles but within the County of Los Angeles since many victims of domestic violence seek shelter outside of their communities and the report would not be as comprehensive or useful as a planning tool.

The following seven survey instruments were designed: 1) domestic violence shelter provider, 2) hotline, 3) shelter client, 4) former shelter client, 5) non-domestic violence shelter provider (homeless shelter), 6) domestic violence experts and agencies, and 7) law enforcement and health professionals. The domestic violence shelter providers conducted the hotline, shelter client, and former shelter client surveys. Sixteen crisis shelter programs, one second stage shelter program, and two crisis and second stage shelter programs were surveyed in January and February 1996. Approximately 3,200 calls were made to domestic violence shelter hotlines during the month of February 1996. Ninety nine shelter clients who were staying in crisis shelters during the first week of February 1, 1996 completed surveys. Nineteen shelter clients who were staying in second stage shelters during the first week of February 1, 1996 completed surveys. Forty one former crisis shelter clients who were receiving services from agencies during the month of February 1996 completed surveys. Twenty three homeless shelters responded to a telephone survey. Twelve agencies and advocates that interfaced with victims of domestic violence (e.g., law enforcement, service

providers, victim advocates) were also interviewed.

## Findings

Seven (38.9%) of the crisis shelters were located in the City of Los Angeles and eleven (61.1%) of the crisis shelters were located outside of the City but within the County of Los Angeles. Of the 468 beds included in the eighteen crisis shelters, 181 (39%) were located in the City of Los Angeles and 287 (61%) were located outside of the City. The number of beds in each crisis shelter ranged from nine to seventy two. The average number of beds per crisis shelter was 26. The maximum length of stays in the crisis shelter programs ranged from 28 days to 60 days. The average length of stay in each of the programs ranged from 15 days to 45 days. The mean average length of stay was 26 days.

Two of the second stage shelters were located in the City and one was located outside of the City but within the County. These three second stage shelters had a total of 81 beds--73 (90%) were in the City and 8 (10%) were outside of the City. The number of beds in the second stage shelters ranged from eight to sixty three with an average number of beds per shelter of twenty eight. The maximum length of stays in the second stage shelters ranged from six months to fourteen months. The average length of stays ranged from three months to twelve months with a mean average length of stay of just over six months.

The mean average cost of providing domestic violence crisis shelter with services for one person for one night was \$51.51. The mean average cost of providing domestic violence second stage housing shelter with services for one person for one night was \$32.46. These average costs of providing shelter and services should be viewed with caution since the services provided at the shelters were not identical (i.e., different budgets resulted in different staffing patterns). Two of the eighteen crisis shelter programs and one of the second stage shelter programs did not receive both public



and private funding; the two crisis shelter programs received only public funding and the one second stage shelter program received only private funding. Approximately 73% of the funding for providing domestic violence crisis shelter and 19% of the funding for providing domestic violence second stage shelter comes from public sources.

Most calls to domestic violence shelter hotlines were made during the week and between 6 a.m. and 6 p.m. Most of the callers (63%) were calling from outside of the City of Los Angeles but within the County of Los Angeles. The most frequent callers in the City of Los Angeles were calling from the Wilmington/South Bay area (Council District 15). The most frequent service initially requested by callers was shelter. Of those callers requesting shelter, only 18% were referred to shelters located in the City of Los Angeles. There were approximately 1,400 more calls for service for domestic violence to the Los Angeles Police Department and the Los Angeles Sheriff's Department, which patrol approximately 70% of the County's population, than calls to domestic violence shelter hotlines.

According to the domestic violence crisis shelter providers, the average percentage of victims or households seeking crisis shelter at a particular shelter who were not able to access shelter was 54%. The average number of unduplicated victims/households not able to access a particular crisis shelter each night was 3.4, each month was 100, and over the course of one year was 891.

The average annual vacancy rate in the crisis shelters surveyed was 28%. Vacancy was highest before Christmas and was attributed to victims wanting to keep their families together for this holiday. Lower vacancies during the Summer were attributed to mothers leaving the family residence after their children finished the school year.

Eighty nine percent of the crisis shelter programs did not serve male victims and actively substance abusing victims. Sixty one percent did not serve chronically



homeless victims. Fifty six percent did not serve victims with mental illness. While none of the shelter providers reported monolingual or cultural factors as effecting the types of victims served, the LAPD and a majority of the non-shelter domestic violence agencies and advocates ranked monolingual and cultural factors as the second or third most common reason for victims not being able to access crisis shelter.

The highest ranked reasons for victims not being able to access crisis shelter were the lack of available beds, the lack of available intake to a shelter, and the lack of transportation to shelters. For the most part, victims who do not access the shelter system stay in the abusive relationships. The majority of crisis shelter clients, second stage shelter clients, and former crisis shelter clients indicated that at one time or another, they had felt that putting up with the abuse was better than becoming homeless.

The crisis shelter client survey respondents who had previously left their partners one or more times in the past because of abuse had sought emergency shelter with family (33%) and friends (31%) more often than with domestic violence shelters (24%). Approximately 42% of these survey respondents had sought shelter at a domestic violence shelter only once (i.e., the time of the survey was the first time that they had sought shelter at a domestic violence shelter) and approximately 37.5% had sought shelter at a domestic violence shelter one time prior to staying at the shelter where they had completed the survey. The second stage shelter client respondents who had previously sought shelter turned to family (37.5%), friends (25%), and hotels/motels (18.8%) before utilizing domestic violence shelters (9.4%). For most of these respondents (67%), the time of the survey was the first time that they had sought shelter at a domestic violence shelter. However, among the former crisis shelter clients, 36% of these respondents had sought shelter at a domestic violence shelter, then with family (29%) and friends (22%). Of those who had sought shelter at a domestic violence shelter, 72% had sought shelter there only once.

According to the domestic violence shelter providers, approximately 80% of their clients staying in domestic violence crisis shelters over the course of one year did not drop-out of a shelter program. Eighty percent of clients leaving crisis shelter obtained employment or income. Just under 45% of the crisis shelter clients obtained long-term housing independent of their batterers. Approximately 36% of the crisis shelter clients returned to the abusive relationship when they left the shelter. Approximately 19% of the clients from these eleven crisis shelters became homeless.

Eighty six percent of the crisis shelter client survey respondents felt that the shelters' services were helping them gain information to avoid being in an abusive relationship in the future. A slightly less percentage, 81%, felt that the shelters' services were helping them to live independently of their abusers. The top five services that crisis shelter client survey respondents felt helped them the most were food and meals (27%), individual counseling (25%), public benefits assistance (19%), case management (15%), and legal and social advocacy (14%).

One hundred percent of the second stage shelter client respondents felt that the shelters' services helped them gain information to avoid being in an abusive relationship. Thirteen (72%) of the respondents felt that the transitional housing program was helping them to be able to live independently of their batterers, three (17%) did not feel that the program was helping them, and two (11%) did not know if the program was helping them. The top five services that transitional shelter client survey respondents felt helped them the most were individual counseling (12.5%), food/meals (10%), group support (9.2%), and legal services and parenting classes (8.3%).

One hundred percent of the former crisis shelter client respondents felt that the shelters' services helped them gain information to avoid being in an abusive relationship and that the shelters' services helped them to live independently of their abusers. The top five services that former crisis shelter client survey respondents felt

helped them the most were individual counseling (30%), group support (25 %), food or meals and public benefits assistance (15%), and case management (14%).

According to the domestic violence shelter providers, almost half (46.4%) of the clients staying in crisis shelters located in both the City and County of Los Angeles were residents of the City of Los Angeles. Of these City residents, 60% stayed in crisis shelters located in the City of Los Angeles and 40% stayed in crisis shelters located outside the City of Los Angeles.

Ninety one percent of the crisis shelter client survey respondents and 93% of the former crisis shelter client survey respondents stated that their most urgent housing need when they first came to the emergency shelter was emergency shelter. Fifty seven percent of the crisis shelter clients and 77% of the former crisis shelter clients indicated that their most urgent housing need as they left the emergency shelter was long-term housing. Thirty percent of the crisis shelter clients and 24% of the former crisis shelter clients viewed transitional housing as their most urgent housing need as they left the emergency shelter. For transitional housing clients, their most urgent housing needs when they first came to the second stage shelters were emergency shelter (38%), transitional housing (38%), and long-term housing (24%). The most urgent housing needs for transitional housing clients leaving these programs was long-term housing (84%) and transitional housing (16%).

Based on the shelter providers estimate of the percentage of their clients leaving their crisis shelter providers that are in need of transitional housing and the percentage of crisis shelter clients and former shelter clients that viewed transitional housing as their most urgent housing need as they left the crisis shelter, the ratio of emergency beds to transitional beds needed, assuming a six month length of stay, ranges from 1 to 2 to 3 (i.e., for every emergency shelter bed, 2 to 3 transitional beds are needed).

Approximately 25% of the women and children staying at the surveyed homeless



shelters over the last year were homeless due to domestic violence. Generally, domestic violence shelter providers did not network with homeless shelters in promoting domestic violence-specific services in homeless shelters but would be willing to do so.

A majority of the domestic violence agencies and advocates thought that there was a need for HUB centers (i.e., a short-term, 24-hour crisis response facility with a 24-hour intake line to provide immediate, safe shelter with crisis intervention, education and referral resources to battered women and their children when special circumstances exist and/or there is a lack of crisis shelter space). In contrast, a majority of the domestic violence shelter providers believed that there was not a need for HUB centers.

Within the next two years, the number of domestic violence shelter beds in the County of Los Angeles will more than double from 549 to 1,339. The number of crisis shelter beds will increase from 468 to 645. The number of second stage beds will increase from 81 to 694. The number of beds in the City of Los Angeles will increase from 254 to 833. The number of crisis shelter beds will increase from 181 to 250. The number of second stage beds will increase from 73 to 583.

### Recommendations

1. The new domestic violence shelter programs that are coming on-line should be integrated into the domestic violence community, closely monitored, and assisted in program development. Agencies operating second stage shelters should develop protocols for outreach to potential clients exiting crisis shelters.
2. There is a need to acknowledge that law enforcement officers may not be the most appropriate vehicle for assisting victims in locating shelter and that a better system for assisting victims to locate safe shelter when officers are called for service needs to be

developed.

3. The City of Los Angeles should continue to fund shelters outside of the City of Los Angeles since City of Los Angeles residents seek shelter outside its city limits.
4. Continue funding the development and expansion of emergency shelters for victims of domestic violence.
5. Increase the number of second stage beds to meet the estimated need of clients leaving crisis shelters consistent with the amount of funding available to operate these beds.
6. Increase the ability of victims exiting crisis shelters to obtain permanent housing through the development of permanent, affordable housing; housing placement assistance; and rental assistance.
7. Increase the networking between domestic violence shelter providers and homeless shelter providers, including the promotion of domestic violence-specific services in homeless shelters.
8. Monitor current funding programs for domestic violence shelters to ensure that funding levels are not decreased. Expand fundraising efforts from the private sector.
9. Domestic violence shelter programs should address how they intend to serve underserved populations when seeking funding.
10. Because accessing an available crisis shelter bed is not always possible, it may be worthwhile to further investigate the need for a HUB center.

## **II. BACKGROUND**

### **A. The City of Los Angeles Domestic Violence Shelter Program**

In June 1993, the Los Angeles City Council adopted a motion requesting the Los Angeles Police Department, with assistance from the City Attorney and the Chief Legislative Analyst, to establish and coordinate necessary procedures to improve, among other things, the incorporation of support agencies that offer assistance to victims of domestic violence into the City's procedures and reports.

In June 1994, the Los Angeles City Council adopted a motion directing "the Los Angeles Housing Department to set aside \$5 million, on an annual basis, in Community Development Block Grant or HOME Investment Partnership funds for development of new or expanding shelter facilities for women affected by domestic violence, and for operation of existing facilities ...".

In January 1995, the City of Los Angeles Housing Department (LAHD) and the Community Development Department (CDD) released a Request for Proposals (RFP) for the 1994-1995 City of Los Angeles Domestic Violence Shelter Program that included \$4 million for capital grants, to be administered by the LAHD, and \$1 million for operating grants, to be administered by CDD (See Section VIII. Resources Available to Domestic Violence Shelters for more detailed descriptions). Four shelters received capital grants totaling \$2,399,719 and nine shelters received operating grants totaling \$999,627. This funding created approximately 185 new beds in the City of Los Angeles--42 crisis shelter beds and 143 second stage shelter beds.

In September 1995, the Los Angeles Housing Department released another RFP for the 1995-1996 City of Los Angeles Domestic Violence Shelter Program for capital costs only. Seven shelters received capital grants totaling \$3,576,626, creating approximately 243 new beds--40 crisis shelter beds and 203 second stage shelter



beds.

Within this same time period, approximately 200 domestic violence beds at seventeen shelters were funded through the State's Battered Women Protection Act of 1994. Five of the funded shelters were located in the City of Los Angeles.

The City and State funding will result in more than a doubling of the number of domestic violence shelter beds in Los Angeles County from 549 to 1,339. The number of beds in the City of Los Angeles will more than triple from 254 to 833.

Because of all the new domestic violence shelter beds coming on-line, and the City's \$5 million annual allocation, the City of Los Angeles wanted to determine how best to direct its limited resources in relation to the needs, services, gaps and capital and operating resources for domestic violence emergency and transitional housing shelters in the City of Los Angeles. To accomplish this, the City of Los Angeles Housing Department commissioned Shelter Partnership, Inc. to prepare a report on the domestic violence shelters in the City of Los Angeles. Shelter Partnership expanded the scope of the report to include domestic violence shelters outside the City of Los Angeles but within the County of Los Angeles since many victims of domestic violence seek shelter outside of their communities and the report would not be as comprehensive or useful as a planning tool. Only those domestic violence shelters that were operational before 1994 (i.e., those receiving funding from the County of Los Angeles Community and Senior Services, formerly the Department of Community and Senior Citizens Services) were surveyed since we believed that shelters that were not operational for at least one year would not be able to provide substantive information useful to this report.

## **B. Overview of Domestic Violence**

Domestic violence is abuse committed against a spouse, former spouse, cohabitant, former cohabitant, or a person with whom the batterer has had a dating or engagement relationship. Abuse or battering is the use of force to control and maintain power over another person. The force can be physical, verbal, psychological, and/or sexual. Domestic violence may begin with angry words, a shove, or a slap, escalating into a pattern of assaultive or controlling behaviors. Generally, once a person begins to batter, the violence becomes more severe and frequent unless some kind of intervention occurs.

Battering occurs in all ethnic and religious groups and at every economic level. It occurs regardless of the marital status between the batterer and the victim. It happens to those who are able bodied and those who have disabilities. It happens in heterosexual and homosexual relationships. It happens to females and males.

Because approximately 95% of those who are abused are women, most statistics and services are focused on women. The magnitude and prevalence of battering is staggering--battering causes more injuries to women than rape, auto accidents and muggings combined. A woman is more likely to be assaulted, injured, raped, or killed by a male partner than any other type of assailant. According to the National Coalition Against Domestic Violence, more than fifty percent of all women in the United States will experience some form of violence from their spouses during their marriage.

Leaving an abusive relationship is difficult for various reasons: economic dependency, fear of loneliness, fear of being hurt more by the batterer, fear of failure, cultural and religious beliefs that prohibit divorce or separation, and lack of safe shelter. According to the literature, providers, and advocates, lack of safe shelter is probably the most important factor that prevents a victim from leaving and staying away from an abusive relationship. But it was not until the 1970's that safe shelters

were created for women fleeing abusive relationships. Today, many more women are learning about domestic violence and are ready to leave their batterer. However, women who lack safe shelter are often forced to choose between becoming homeless or staying in an abusive relationship. Too often, they choose staying in an abusive relationship because they cannot find safe shelter.



### **III. METHODOLOGY**

Before designing the survey instruments, Shelter Partnership convened a meeting of domestic violence shelter providers to discuss the report, to obtain their input regarding the domestic violence shelter system, to request their participation in shelter provider surveys, and to request their assistance in conducting surveys of calls to their hotlines and their current and former shelter clients. After the meeting, the following seven surveys were designed: 1) domestic violence shelter provider, 2) hotline, 3) shelter client, 4) former shelter client, 5) non-domestic violence shelter provider (homeless shelter), 6) domestic violence experts and agencies, and 7) law enforcement and health professionals.

Once the survey instruments were created, they were tested with two domestic violence shelter providers. One representative from one agency and two representatives from the other agency were interviewed. After refining the survey instruments, letters were sent to the remaining domestic violence shelter providers, asking them to call to schedule a meeting time to respond to the domestic violence shelter provider survey and to discuss the instructions for the hotline, shelter client, and former shelter client surveys.

All responses in the surveys and interviews were based on the experiences and opinions of the respondents. Respondents did not submit documentation or records to verify responses. Shelter Partnership relied on domestic violence shelter providers to survey their hotline calls, shelter clients, and former shelter clients. Shelter Partnership did not monitor any of the hotline calls or interview clients. As not every question in the surveys returned were answered, sample sizes used in calculations varied.

### Domestic Violence Shelter Provider Survey

Domestic violence shelter provider surveys were conducted in January and February 1996. All sixteen of the domestic violence shelter providers that had been operating shelters before 1995 were surveyed. These sixteen providers operated sixteen crisis shelter programs, one second stage shelter program, and two programs with crisis and second stage beds. The new programs that came on-line in 1995 were not surveyed as they did not have lengthy service records and were deemed to not be able to provide substantive information for this report. The domestic violence shelter provider survey consisted of eleven pages of questions regarding program information, vacancy, types of victims served by the program, program services, linkages and coordination, program effectiveness, housing needs, safety and security, and funding sources (See Appendix B.1.). Additionally, agencies were asked to provide the following documents: agency brochure, annual shelter operating budget, telephone/hotline log, intake form(s), shelter rules, grievance procedures, and safety plans.

### Domestic Violence Hotline Survey

Domestic violence shelter providers were asked to complete hotline surveys for each call received on their shelter hotlines during the month of February 1996. The hotline survey requested the following information: date, time, zip code caller calling from, language spoken by caller, services caller initially requesting, services caller provided or referred to, zip code of shelter where the caller was referred to, whether caller was referred to a domestic violence shelter or a homeless shelter, and reason why the caller was not seeking shelter (See Appendix B.2.). The survey did not determine if February was a representative month for calls to domestic violence shelter hotlines. All fifteen of the domestic violence crisis shelter providers that operated shelter hotlines completed hotline surveys and submitted a total of 3,172 hotline surveys.

### Domestic Violence Shelter Client Survey

Agencies were asked to have all clients who were staying in their shelters on February 1 complete a shelter client survey regardless of when they left, whether they left in February or March. The shelter client survey included questions regarding demographics, psychological history, usage of domestic violence hotlines, non-domestic violence shelter experience, domestic violence shelter experience, program effectiveness, and housing needs (See Appendix B.3.). Ninety nine shelter client surveys were received from fifteen out of the sixteen domestic violence crisis shelter programs. Nineteen shelter client surveys were received from all three of the second stage shelter programs. (Note: the client surveys from the programs that had both crisis and second stage beds were counted as second stage shelter clients.)

### Former Domestic Violence Shelter Client Survey

All former shelter clients who were receiving drop-in center services from shelter providers during the month of February were asked to complete former shelter client surveys. The former shelter client survey included questions regarding demographics, psychological history, usage of domestic violence hotlines, non-domestic violence shelter experience, domestic violence shelter experience, program effectiveness, and housing needs (See Appendix B.4.). Forty one former shelter client surveys were received from seven out of the sixteen domestic violence crisis shelter programs.

### Non Domestic Violence Shelter Provider (Homeless Shelter) Survey

Approximately 23 out of the 62 (37%) homeless family shelters listed in Shelter Partnership's 1993 Short Term Housing Directory of Los Angeles County responded to a telephone survey regarding the percentage of clients staying in their shelters who were homeless due to domestic violence, the percentage of women staying in their shelters who were fleeing domestic violence situations, whether they networked with



domestic violence shelters, and whether they provided domestic violence specific services for battered women and their children (See Appendix B.5.).

#### Domestic Violence Experts and Agencies and Law Enforcement and Health Professionals Surveys

Twelve agencies and advocates that interfaced with victims of domestic violence (e.g., law enforcement, service providers, victim advocates, etc.) were also interviewed to gain their perspective on the domestic violence shelter system. Questions were asked regarding barriers to accessing shelter, location of domestic violence shelters, and need for additional shelter beds (See Appendix B.6. and 7.).

#### IV. CHARACTERISTICS OF DOMESTIC VIOLENCE SHELTERS AND CLIENTS SURVEYED

##### A. Domestic Violence Shelters Surveyed

Sixteen domestic violence shelter providers operated nineteen domestic violence shelter programs in the County of Los Angeles--sixteen crisis/emergency shelter programs, one second stage/transitional shelter program, and two programs with crisis and second stage beds. Crisis or emergency shelters traditionally offer stays of thirty to forty-five days. Second stage or transitional shelters offer stays of up to twenty four months with supportive services. Seven (38.9%) of the crisis shelters were located in the City of Los Angeles and eleven (61.1%) of the crisis shelters were located outside of the City but within the County of Los Angeles (See Figure 1).

Figure 1: Crisis Shelters		
Shelters	LA City	County
1736 Family Crisis Center, Emergency Shelter for Battered Women and their Children		x
1736 Family Crisis Center, Second Step Shelter South Bay		x
1736 Family Crisis Center, Second Step Shelter South Central Los Angeles	x	
Antelope Valley Domestic Violence Council, Valley Oasis Shelter		x
Center for the Pacific Asian Family, Inc., Domestic Violence Shelter Program	x	
Chicana Service Action Center, E.L.A Bilingual Shelter for Victims of Domestic Violence	x	
Chicana Service Action Center, Free Spirit Shelter	x	
Haven Hills, Inc., Haven Hills Domestic Violence Shelter	x	
Haven House, Inc.		x
House of Ruth, Inc., Emergency Shelter		x
Jenesse Center, Inc., Shelter and Services for Battered Women and Their Children	x	
Ocean Park Community Center, Sojourn Services for Battered Women and Their Children		x
Rainbow Services, Ltd., Rainbow House	x	
San Gabriel Valley YWCA, WINGS		x
Su Casa Family Crisis and Support Center		x
Women and Children's Crisis Shelter, Inc., Women and Children's Crisis Emergency Shelter		x
WomenShelter of Long Beach		x
YWCA of Glendale, The Domestic Violence Project		x

Two of the second stage shelters were located in the City and one was located outside of the City but within the County (See Figure 2).

Figure 2: Second Stage Shelters		
Shelter	City	County
1736 Family Crisis Center, Second Step Shelter South Bay		x
1736 Family Crisis Center, Second Step Shelter South Central Los Angeles	x	
Good Shephard Shelter of Los Angeles	x	

## 1. Crisis/Emergency Shelters

Of the 468 beds included in the eighteen crisis shelters, 181 (39%) were located in the City of Los Angeles and 287 (61%) were located outside of the City. The number of beds in each crisis shelter ranged from nine to seventy two (See Figure 3). The average number of beds per crisis shelter was 26.

Figure 3: Number of Beds in Crisis Shelters	
Shelter	Beds
1736 Family Crisis Center, Emergency Shelter for Battered Women and their Children	9
1736 Family Crisis Center, Second Step Shelter South Bay	7
1736 Family Crisis Center, Second Step Shelter South Central Los Angeles	10
Antelope Valley Domestic Violence Council, Valley Oasis Shelter	72
Center for the Pacific Asian Family, Inc., Domestic Violence Shelter Program	25
Chicana Service Action Center, E.L.A Bilingual Shelter for Victims of Domestic Violence	40
Chicana Service Action Center, Free Spirit Shelter	22
Haven Hills, Inc., Haven Hills Domestic Violence Shelter	36
Haven House, Inc.	36
House of Ruth, Inc., Emergency Shelter	20
Jenesse Center, Inc., Shelter and Services for Battered Women and Their Children	30
Ocean Park Community Center, Sojourn Services for Battered Women and Their Children	15
Rainbow Services, Ltd., Rainbow House	18
San Gabriel Valley YWCA, WINGS	32
Su Casa Family Crisis and Support Center	22
Women and Children's Crisis Shelter, Inc., Women and Children's Crisis Emergency Shelter	30
WomenShelter of Long Beach	27
YWCA of Glendale, The Domestic Violence Project	17
<b>Total</b>	<b>468</b>



Ten of the agencies owned the structure, five agencies leased the structure, and one agency used a donated structure in which the crisis shelter program was operated. Fourteen of the emergency shelter programs were operated from single family homes, two from multi-family dwellings, and two from cottages. The single family homes ranged from three to nine bedrooms. The multi-family dwellings had six and ten units, respectively. The cottages numbered five and six with two to four bedrooms each.

The maximum length of stays in the crisis shelter programs ranged from 28 days to 60 days. The average length of stay in each of the programs ranged from 15 days to 45 days. The mean average length of stay was 26 days.

## 2. Second Stage/Transitional Shelters

The three second stage shelters had a total of 81 beds--73 (90%) were in the City and 8 (10%) were outside of the City. The number of beds in the second stage shelters ranged from eight to sixty three with an average number of beds per shelter of twenty eight (See Figure 4).

Figure 4: Number of Beds in Second Stage Shelters	
Shelter	Beds
1736 Family Crisis Center, Second Step Shelter South Bay	8
1736 Family Crisis Center, Second Step Shelter South Central Los Angeles	10
Good Shephard Shelter of Los Angeles	<u>63</u>
Total	81

Two of the second stage shelters were operated in structures owned by the shelter providers while the third structure was leased by the shelter operator. Two second stage shelters were in single family homes with four and five bedrooms each and one was in a multi-family dwelling with twelve units.

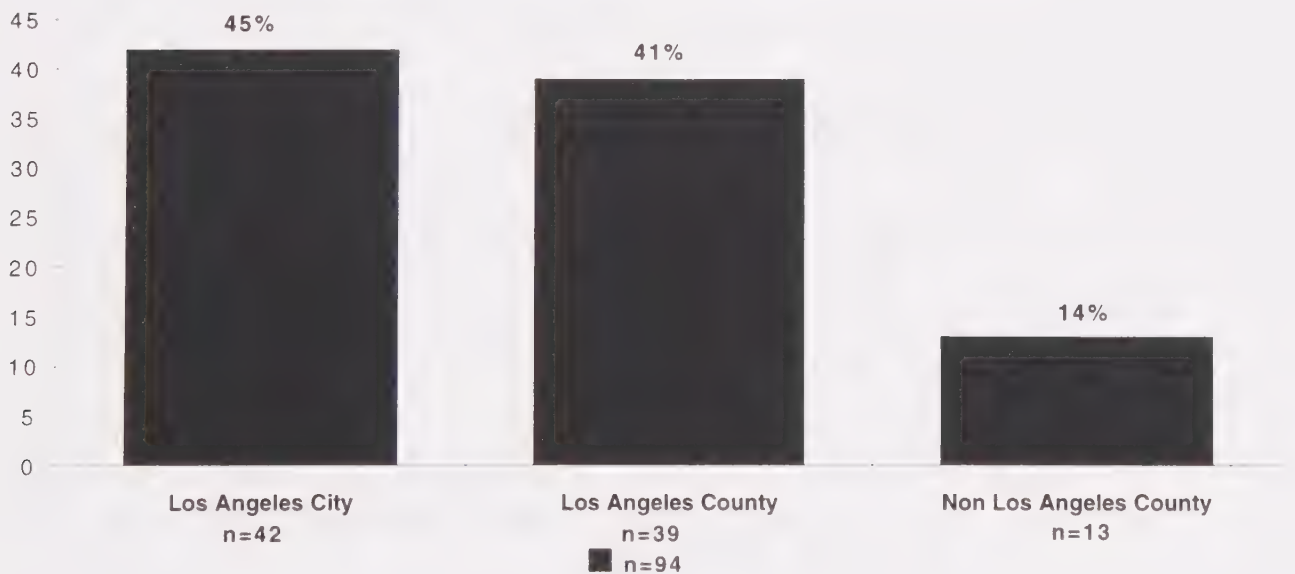
The maximum length of stay in the transitional shelters ranged from six months to fourteen months. The average length of stay ranged from three months to twelve months, with a mean average length of stay of just over six months.

## B. Domestic Violence Clients Surveyed

### 1. Crisis Shelter Clients

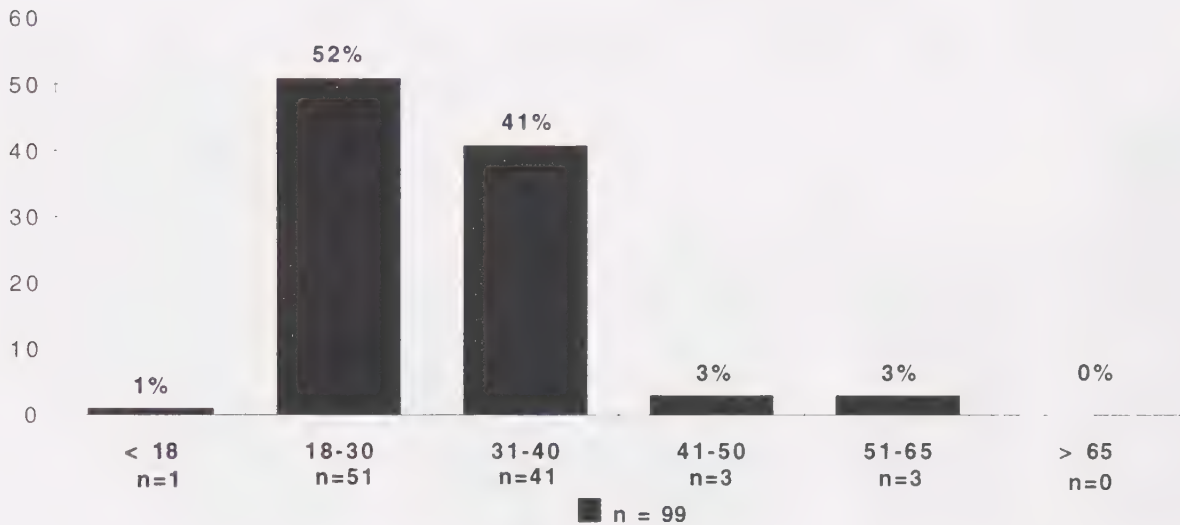
The ninety nine crisis shelter clients that responded to the shelter client survey were all female. Forty five percent had previously lived in the City of Los Angeles, 41% had lived in the County of Los Angeles, and 14% were from outside the County of Los Angeles (See Figure 5).

FIGURE 5: CRISIS SHELTER CLIENTS: ZIP CODES OF LAST HOME



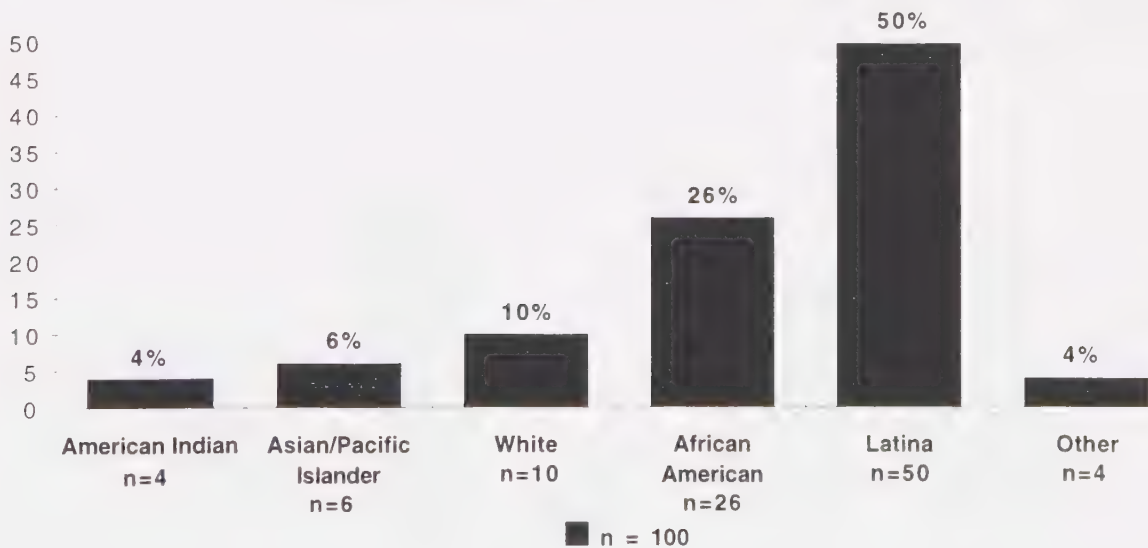
Fifty two percent were between 18 and 30 years old and 41% were between 31 and 40 years old (See Figure 6).

FIGURE 6: CRISIS SHELTER CLIENTS: AGE



Fifty percent were Latina, followed by African American (26%) and white (10%) (See Figure 7).

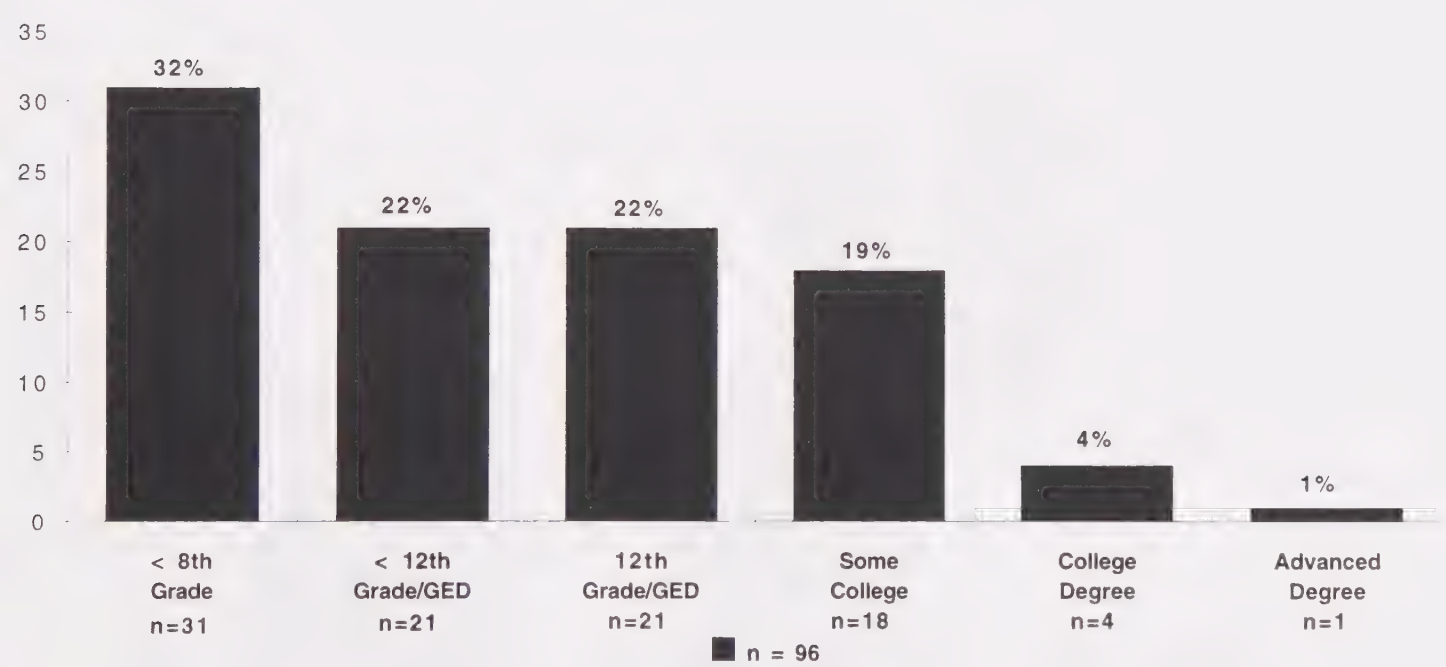
FIGURE 7: CRISIS SHELTER CLIENTS: ETHNICITY/RACE





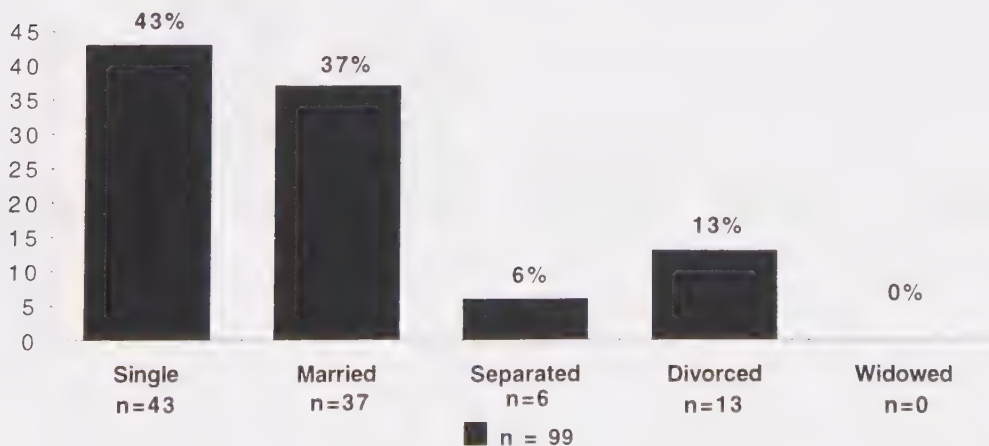
Most of the respondents had less than an 8th grade education (32%), 22% had less than a 12th grade education or GED, 22% had a 12th grade education or GED, and 19% had some college education (See Figure 8).

FIGURE 8: CRISIS SHELTER CLIENTS: EDUCATION



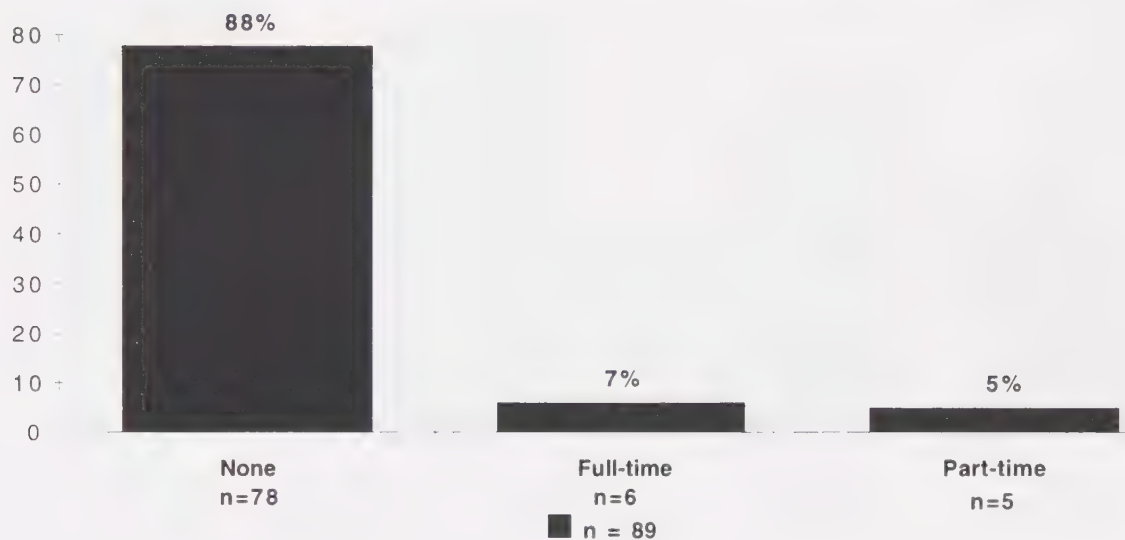
Most of the respondents were single/never married (43%) and 37% were married (See Figure 9).

FIGURE 9: CRISIS SHELTER CLIENTS: MARITAL STATUS



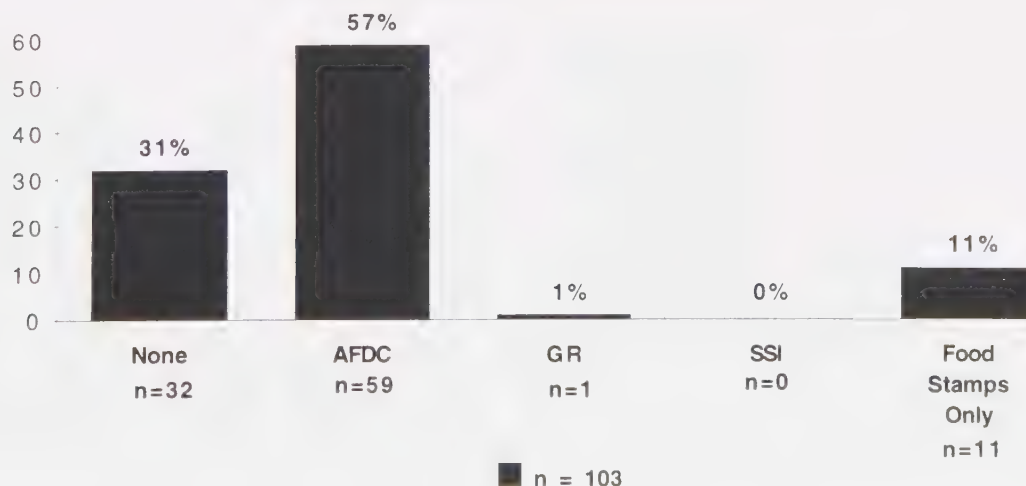
Four percent of the respondents had served in the military. While the majority of respondents were not employed while staying at the shelter (88%), 12% were employed either full-time or part-time while at the shelter (See Figure 10).

FIGURE 10: CRISIS SHELTER CLIENTS: EMPLOYMENT STATUS



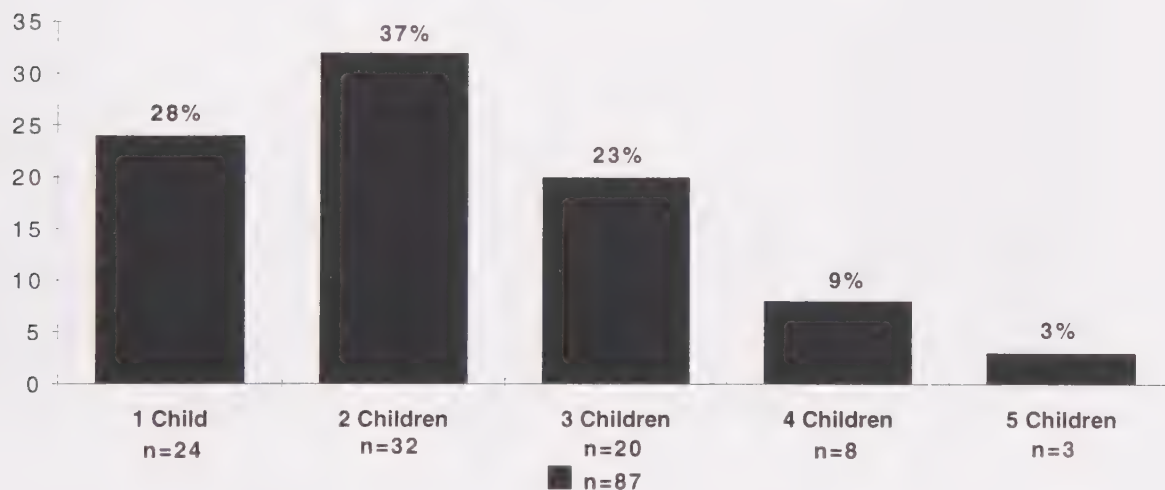
Fifty seven percent were receiving Aid to Families with Dependent Children (AFDC) and 31% were not receiving any type of public assistance (See Figure 11).

FIGURE 11: CRISIS SHELTER CLIENTS: PUBLIC ASSISTANCE



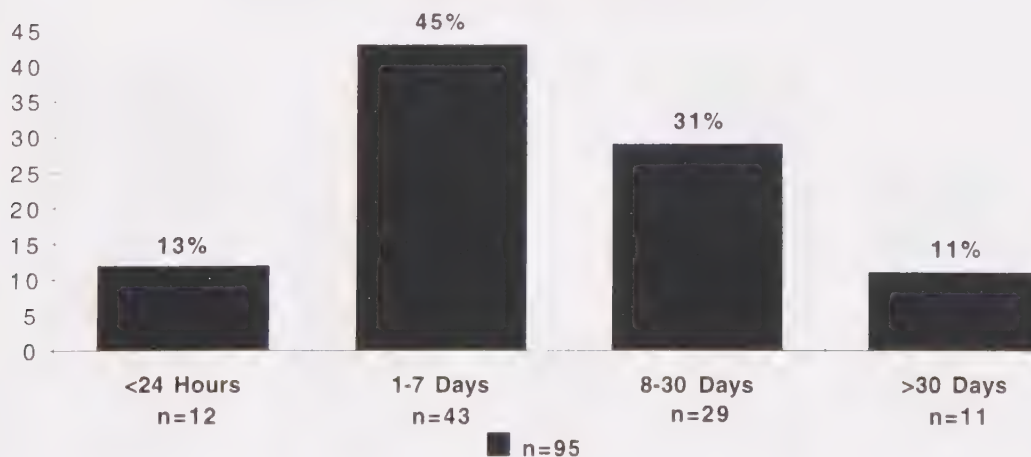
Thirty seven percent of the women had two children staying at the shelter with them, 28% had one child staying with them, and 23% had three children staying with them (See Figure 12).

**FIGURE 12: CRISIS SHELTER CLIENTS: NUMBER OF CHILDREN STAYING WITH MOTHERS AT THE SHELTER**



The most recent abuse from which 45% of the respondents were seeking shelter was one to seven days (See Figure 13).

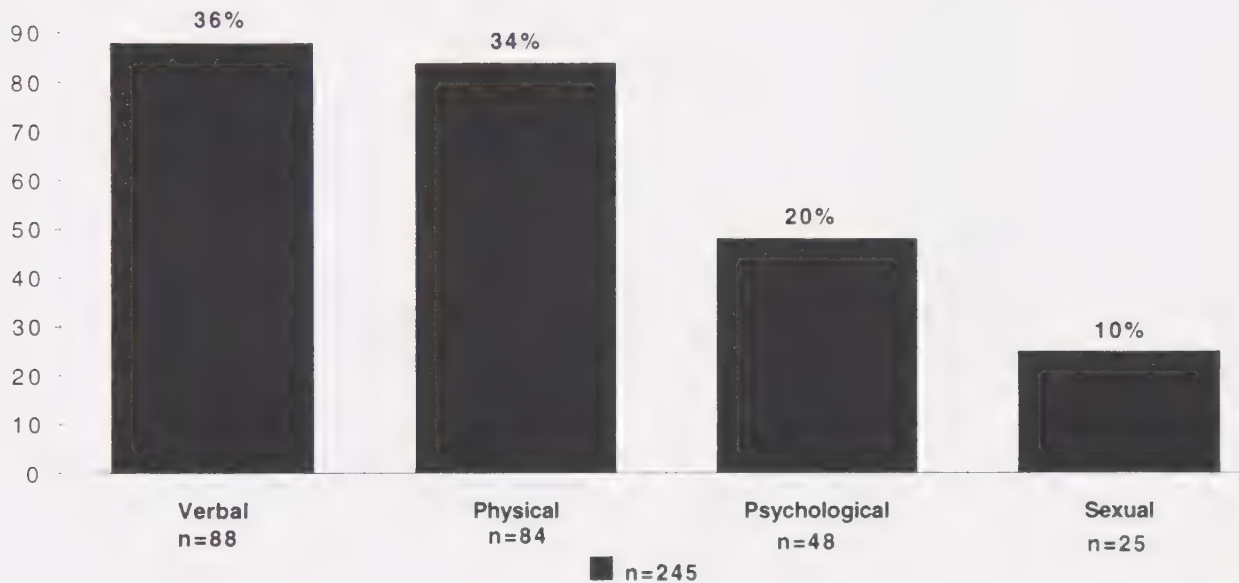
**FIGURE 13: CRISIS SHELTER CLIENTS: HOW RECENT ABUSE FROM WHICH SEEKING SHELTER**





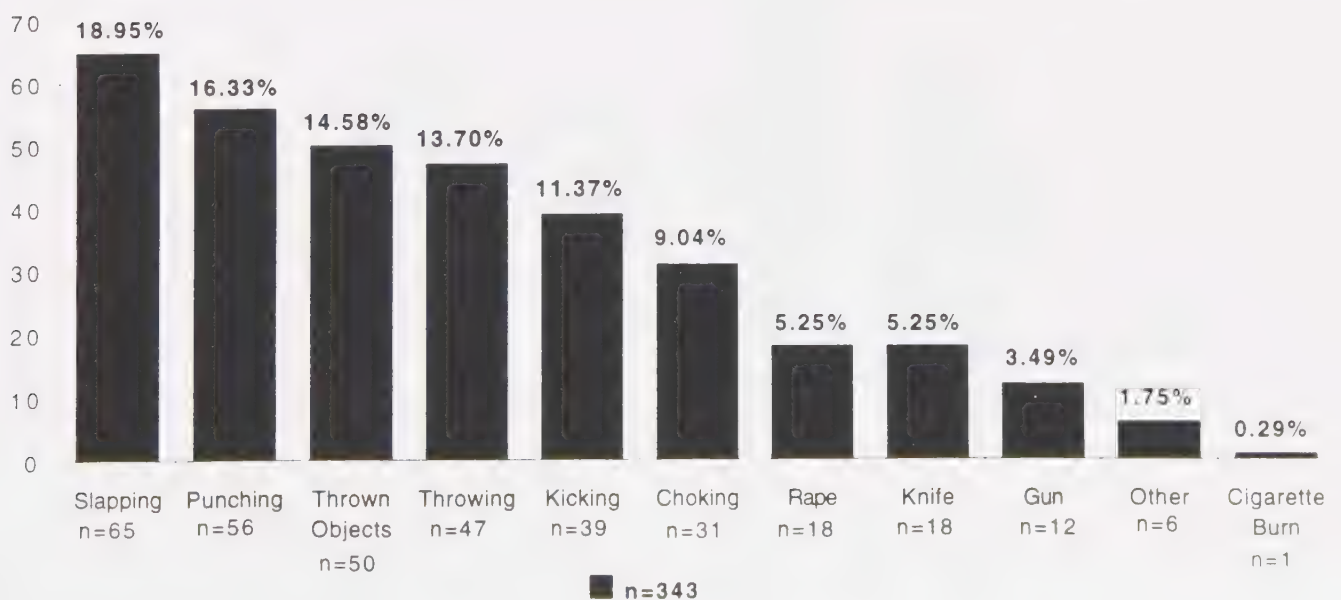
Most of the respondents were subjected to verbal (36%) or physical (34%) abuse (See Figure 14).

FIGURE 14: CRISIS SHELTER CLIENTS: TYPE OF ABUSE



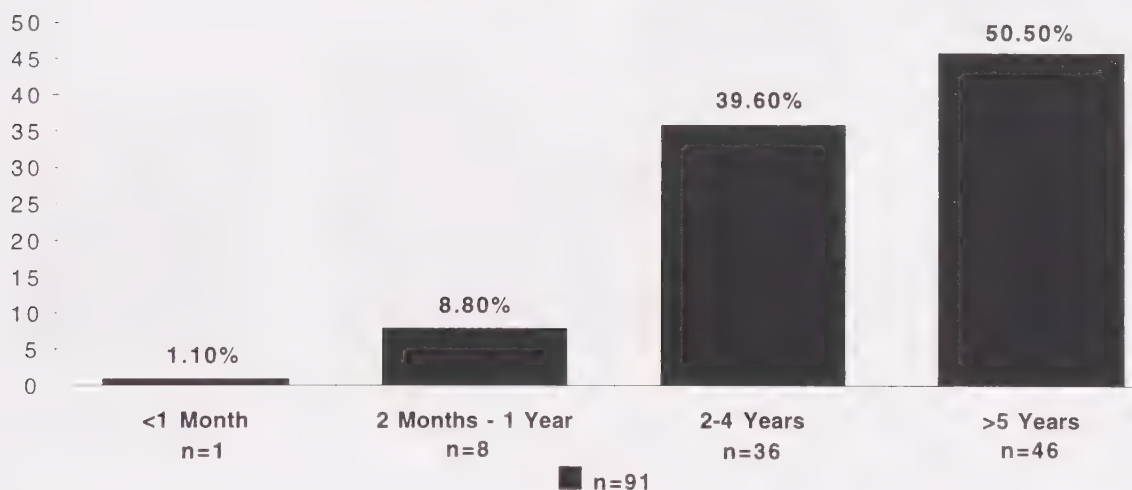
The most frequent types of physical abuse were slapping (19%), punching (16%), objects being thrown at the victim (15%), and the victim being thrown (14%) (See Figure 15).

FIGURE 15: CRISIS SHELTER CLIENTS: TYPES OF PHYSICAL ABUSE



Slightly more than half (51%) of the respondents had been in the most recent abusive relationships for more than five years and 40% had been in the most recent abusive relationships for two to four years (See Figure 16).

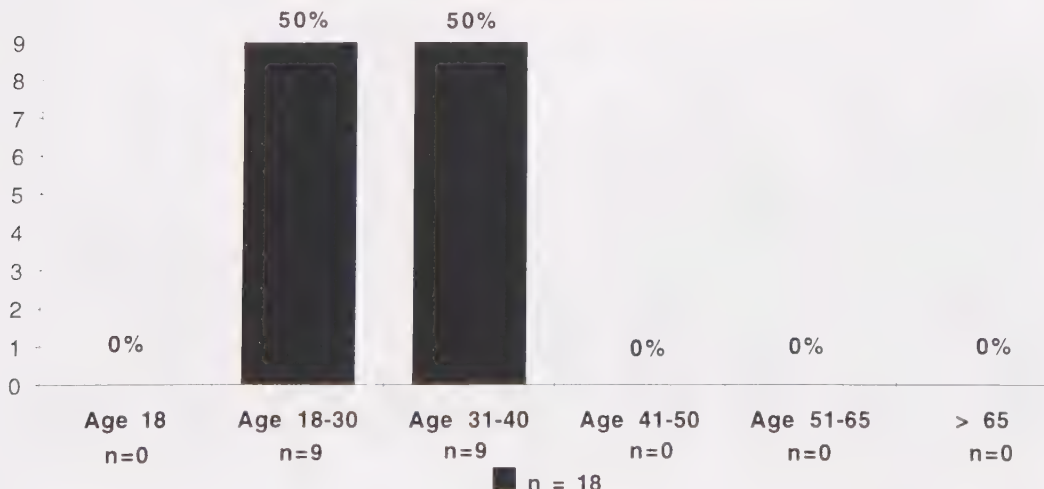
**FIGURE 16: CRISIS SHELTER CLIENTS:  
HOW LONG IN ABUSIVE RELATIONSHIP**



## 2. Second Stage Shelter Clients

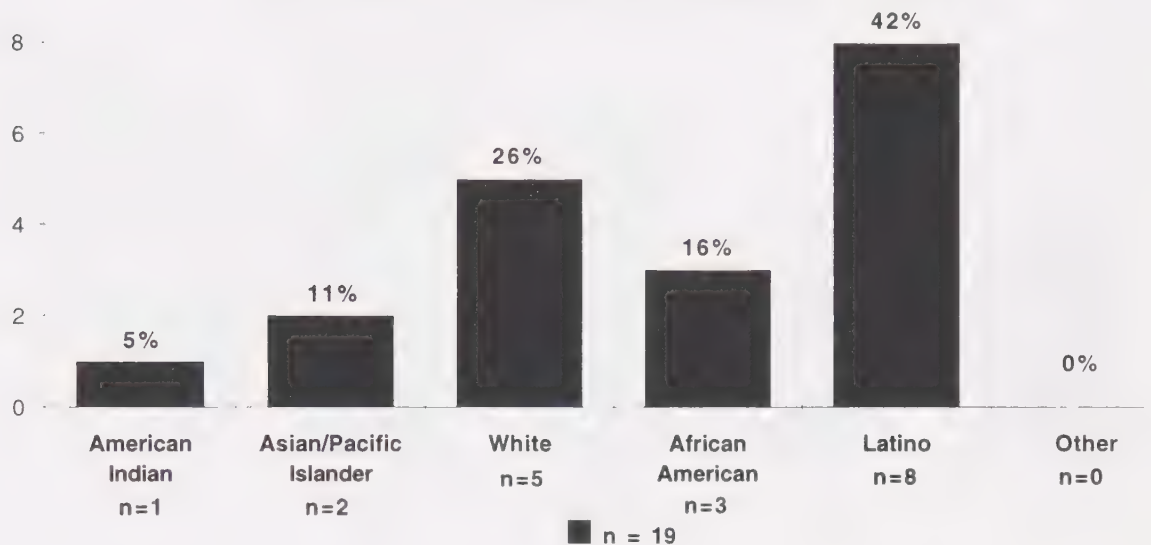
All of the 19 second stage shelter clients that responded to the shelter client survey were female. Fifty percent were between 18 and 30 years old and 50% were between 31 and 40 years old (See Figure 17).

**FIGURE 17: SECOND STAGE SHELTER CLIENTS: AGE**



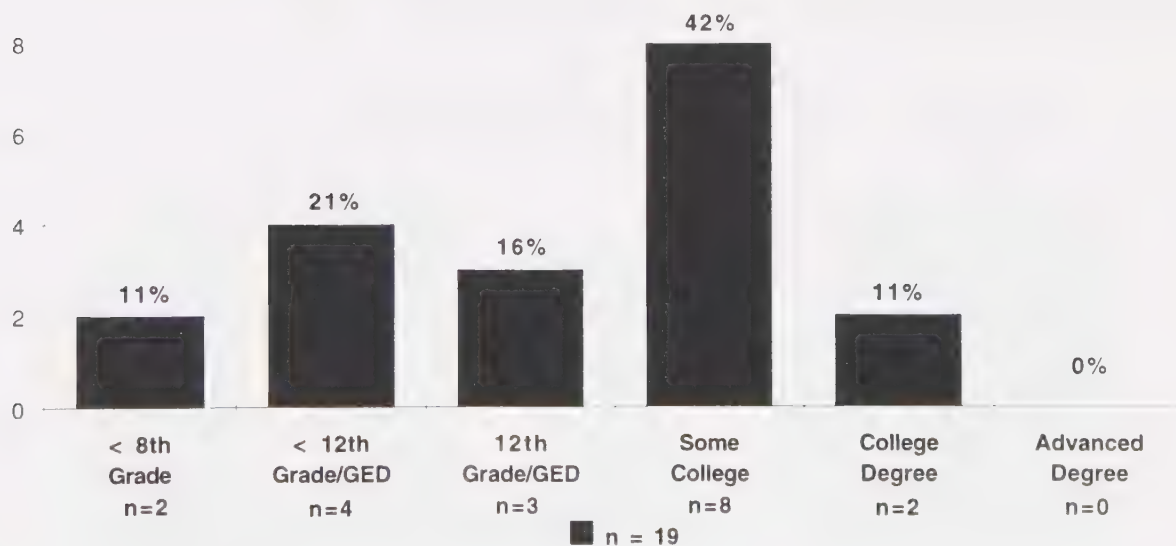
Forty two percent were Latina, 26% were white, 16% were African American, and 11% were Asian/Pacific Islander (See Figure 18).

FIGURE 18: SECOND STAGE SHELTER CLIENTS: ETHNICITY/RACE



Almost half of the respondents had some college education (See Figure 19).

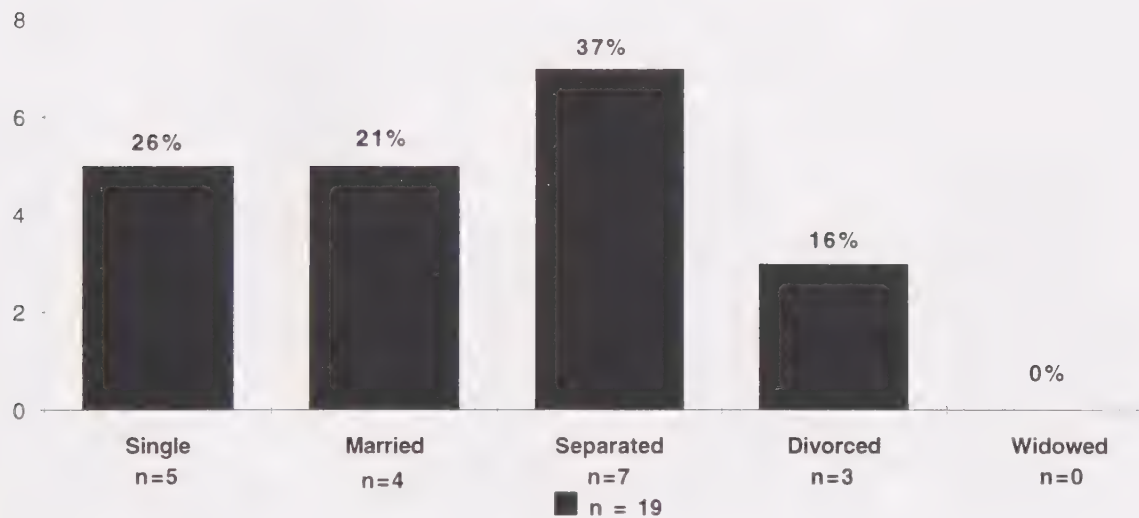
FIGURE 19: SECOND STAGE SHELTER CLIENTS: EDUCATION





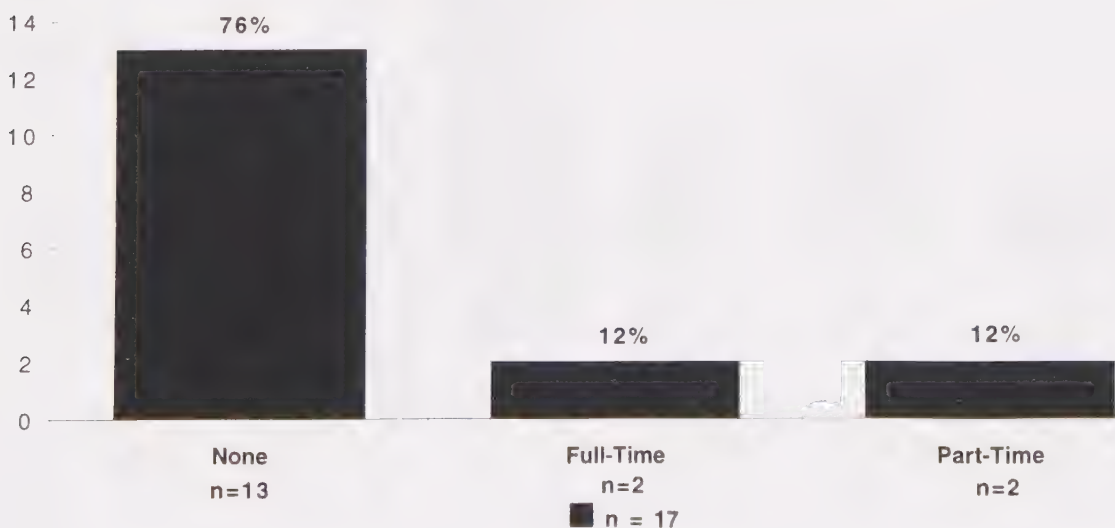
Approximately 37% of the respondents were separated, 26% were single/never married, and 21% were married (See Figure 20).

FIGURE 20: SECOND STAGE SHELTER CLIENTS: MARITAL STATUS



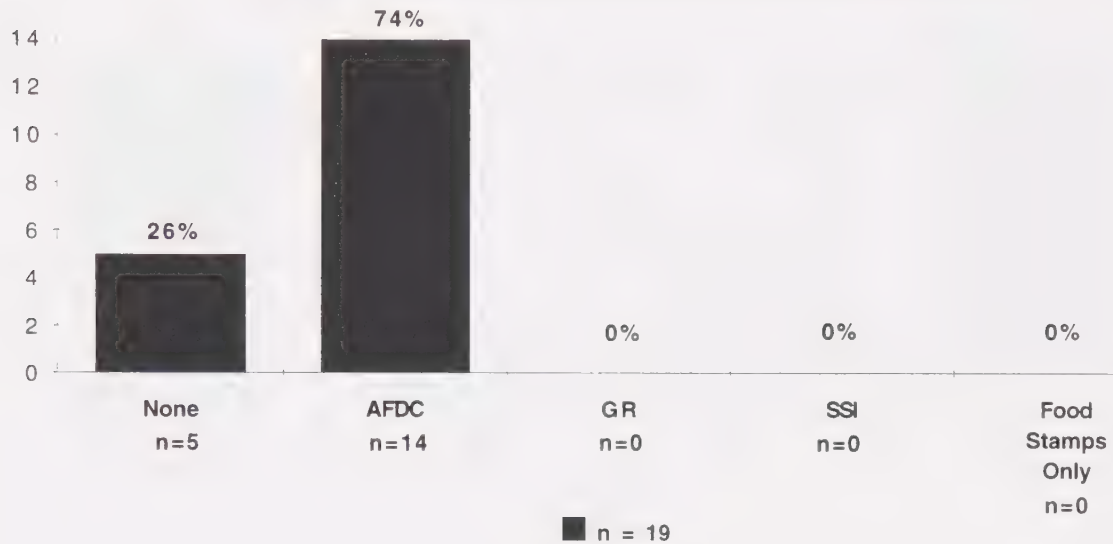
Only one of the respondents had served in the military. More than three quarters of the respondents were not employed while staying at the transitional housing shelter, while 24% were employed full-time or part-time (See Figure 21).

FIGURE 21: SECOND STAGE SHELTER CLIENTS: EMPLOYMENT STATUS



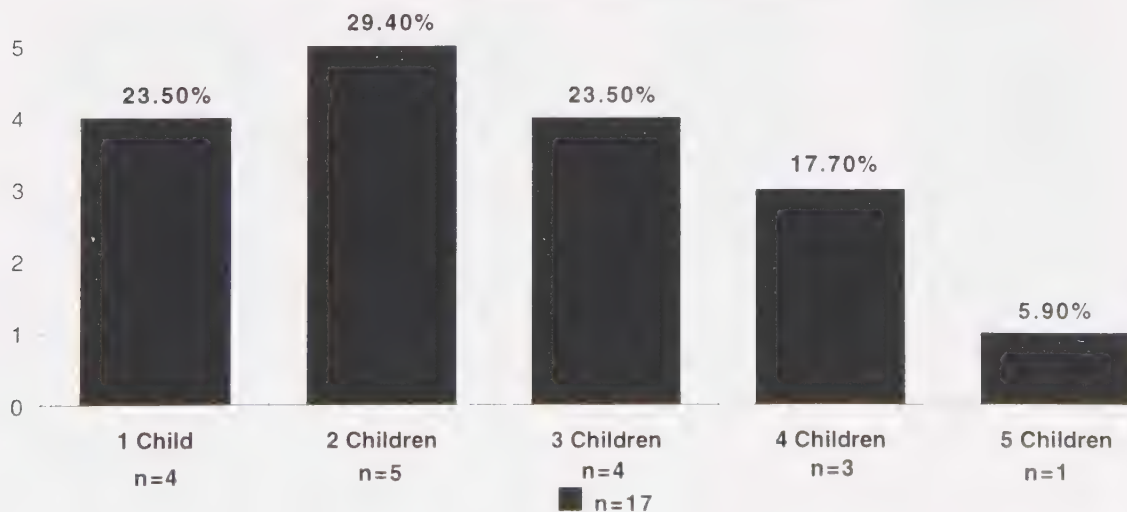
Almost three quarters of the respondents were receiving AFDC while staying at the shelter (See Figure 22).

**FIGURE 22: SECOND STAGE SHELTER CLIENTS: PUBLIC ASSISTANCE**



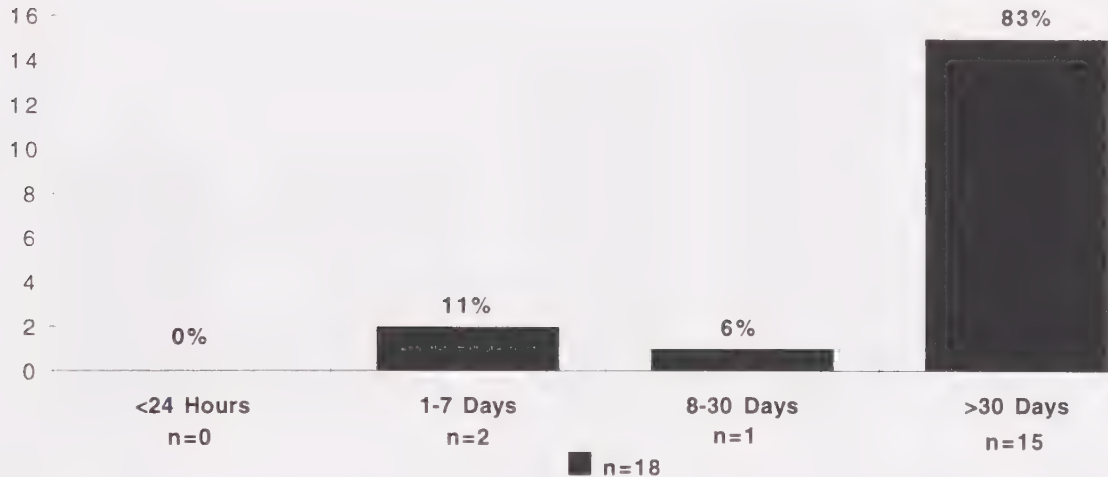
Five (29.4%) of the women had two children staying at the shelter with them, four (23.5%) had one child staying with them, and four (23.5%) had three children staying with them, three (17.7%) had four children staying with them, and one (5.9%) had five children staying with her (See Figure 23).

**FIGURE 23: SECOND STAGE SHELTER CLIENTS: NUMBER OF CHILDREN STAYING WITH MOTHERS AT THE SHELTER**



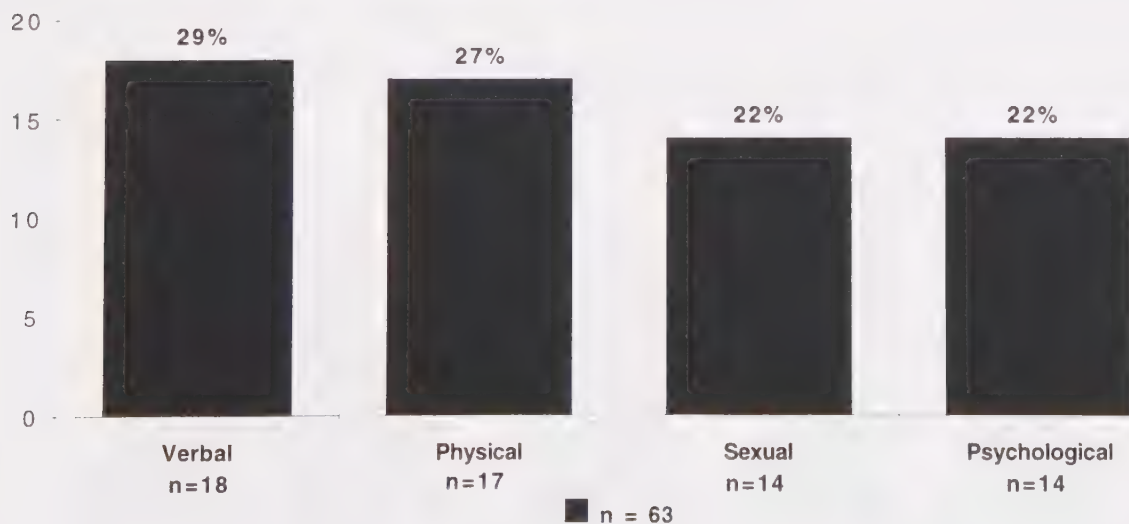
The most recent abuse from which 83% of the respondents were seeking shelter was greater than 30 days (See Figure 24).

**FIGURE 24: SECOND STAGE SHELTER CLIENTS: HOW RECENT ABUSE FROM WHICH SEEKING SHELTER**



Most of the respondents had suffered verbal abuse (29%), followed by physical abuse (27%) and sexual and psychological abuse (22% each) (See Figure 25).

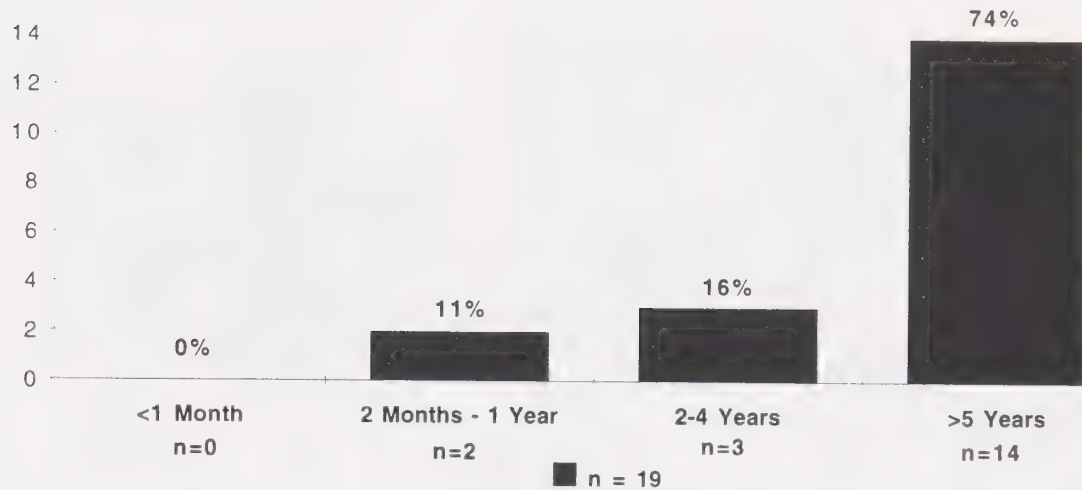
**FIGURE 25: SECOND STAGE SHELTER CLIENTS: TYPE OF ABUSE**





Nearly three quarters of the respondents had been in abusive relationships for greater than 5 years (See Figure 26).

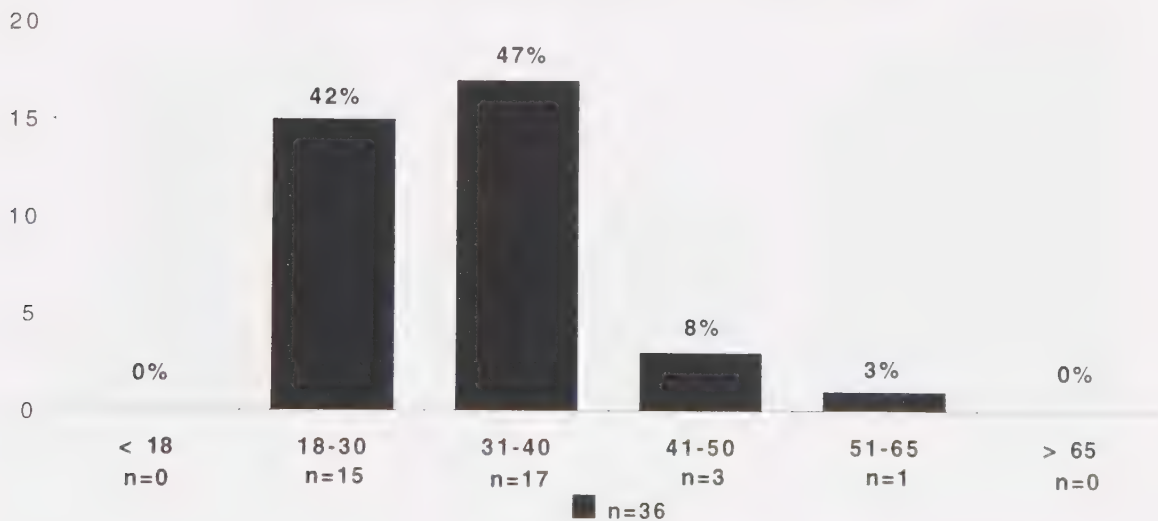
**FIGURE 26: SECOND STAGE SHELTER CLIENTS: HOW LONG IN ABUSIVE RELATIONSHIP**



### 3. Former Crisis Shelter Clients

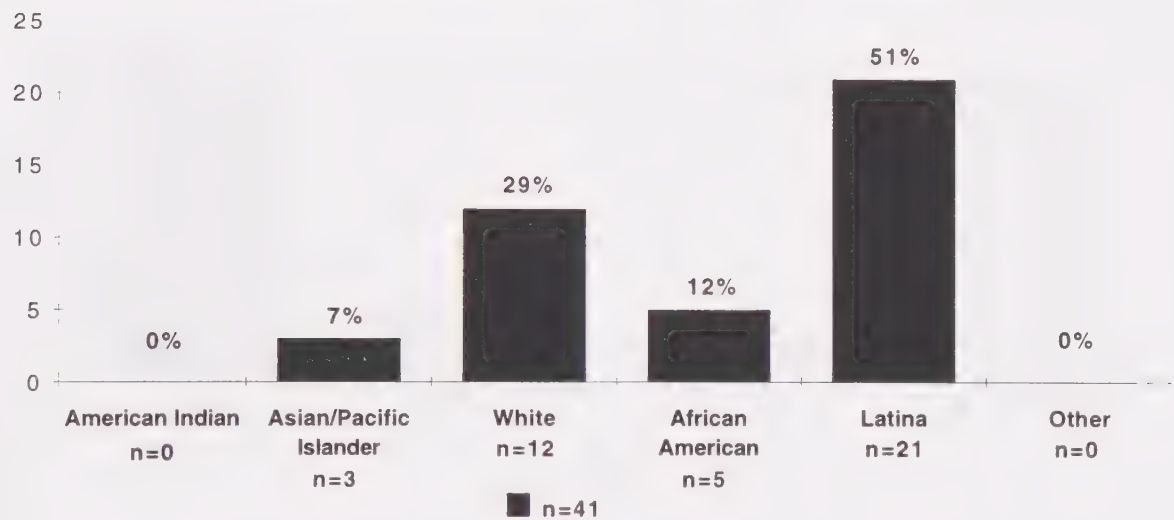
All forty one of the respondents to the former crisis shelter client survey were females who had stayed in crisis shelters. Forty seven percent were 31 to 40 years of age and 42% were 18 to 30 years of age (See Figure 27).

**FIGURE 27: FORMER CRISIS SHELTER CLIENTS: AGE**



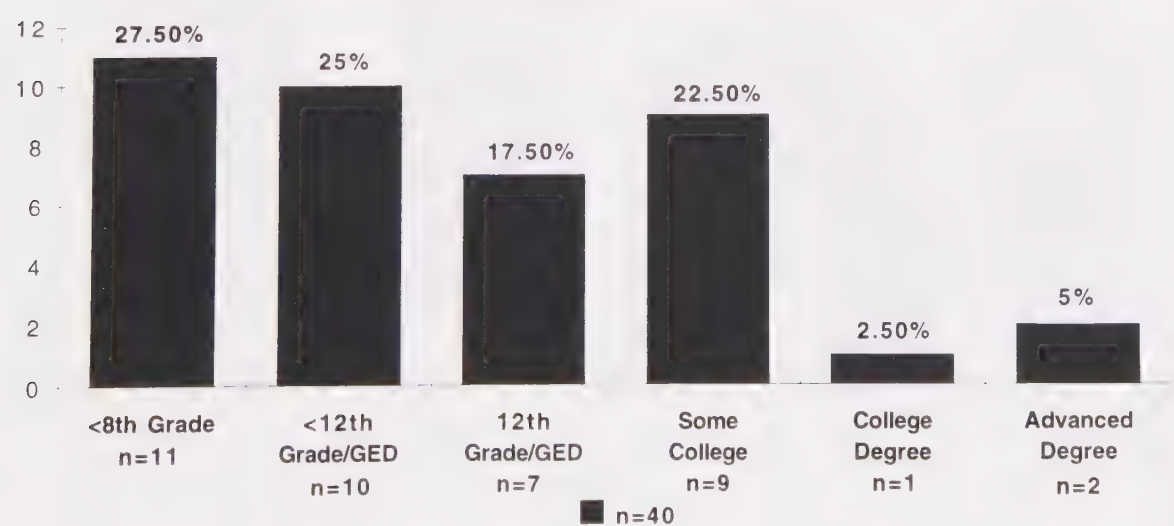
Fifty one percent were Latina, 29% were white, and 12% were African American (See Figure 28).

FIGURE 28: FORMER CRISIS SHELTER CLIENTS: ETHNICITY/RACE



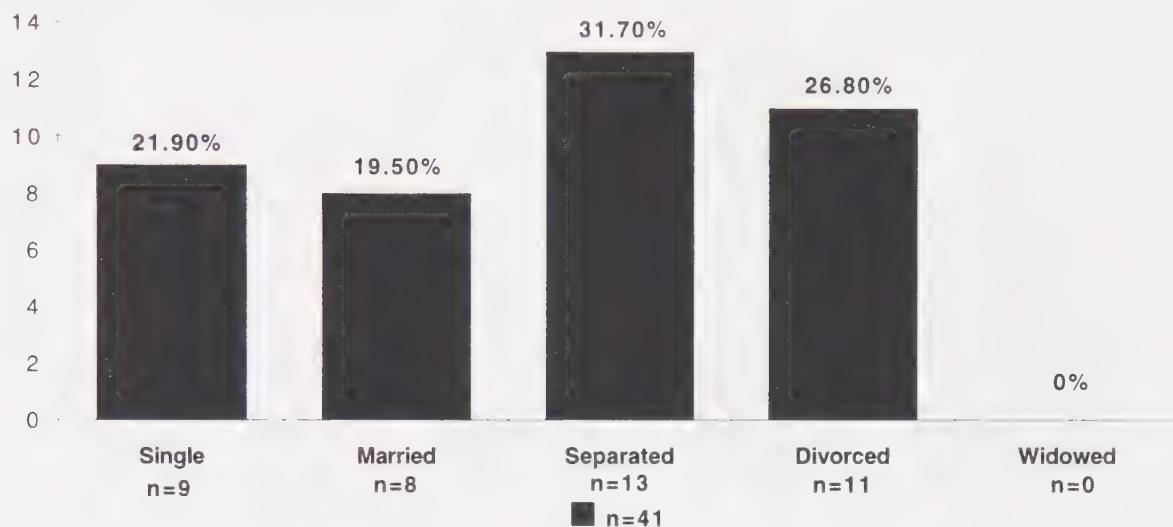
Twenty seven and one half percent had less than an 8th grade education, 25% had less than a 12th grade education or GED, 22.5% had some college education, and 17.5% had a 12th grade education or GED (See Figure 29).

FIGURE 29: FORMER CRISIS SHELTER CLIENTS: EDUCATION



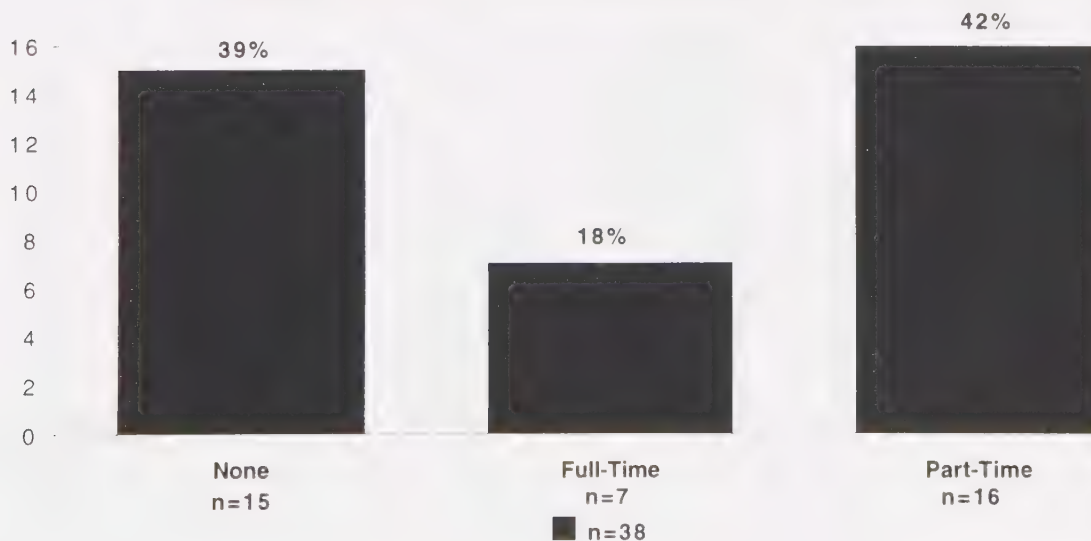
Most of the respondents were separated (31.7%) or divorced (26.8%) (See Figure 30 ).

FIGURE 30: FORMER CRISIS SHELTER CLIENTS: MARITAL STATUS



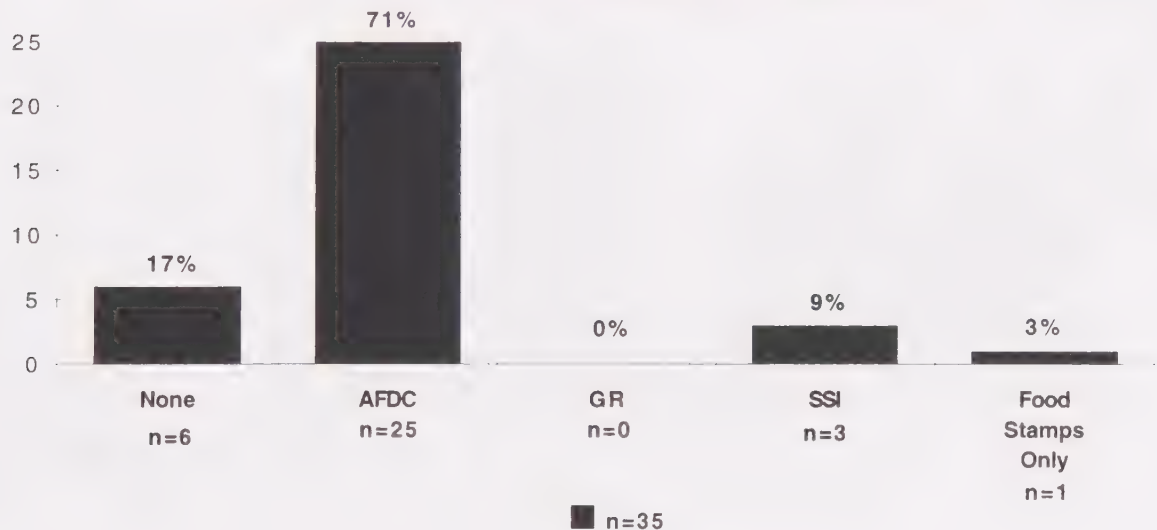
Only one of the respondents had any military service. Thirty nine percent of the respondents were not employed, 18% were employed full-time, and 42% were employed part-time (See Figure 31).

FIGURE 31: FORMER CRISIS SHELTER CLIENTS: EMPLOYMENT STATUS



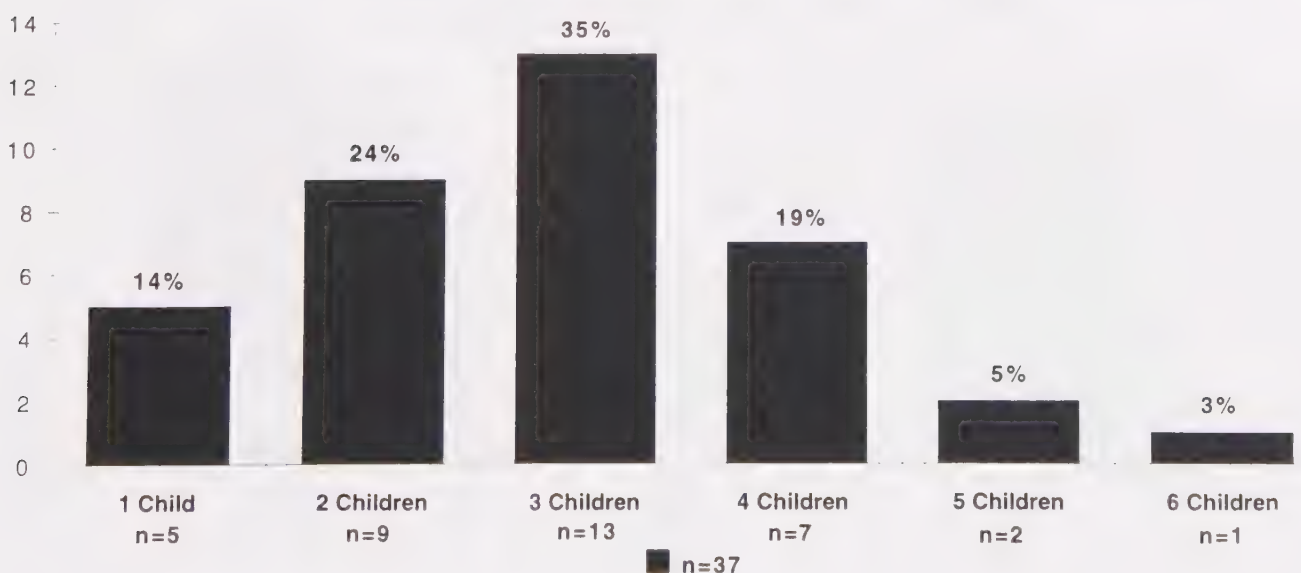
Although almost three fourths of the respondents were receiving AFDC, 17% were not receiving any type of public assistance (See Figure 32).

FIGURE 32: FORMER CRISIS SHELTER CLIENTS: PUBLIC ASSISTANCE



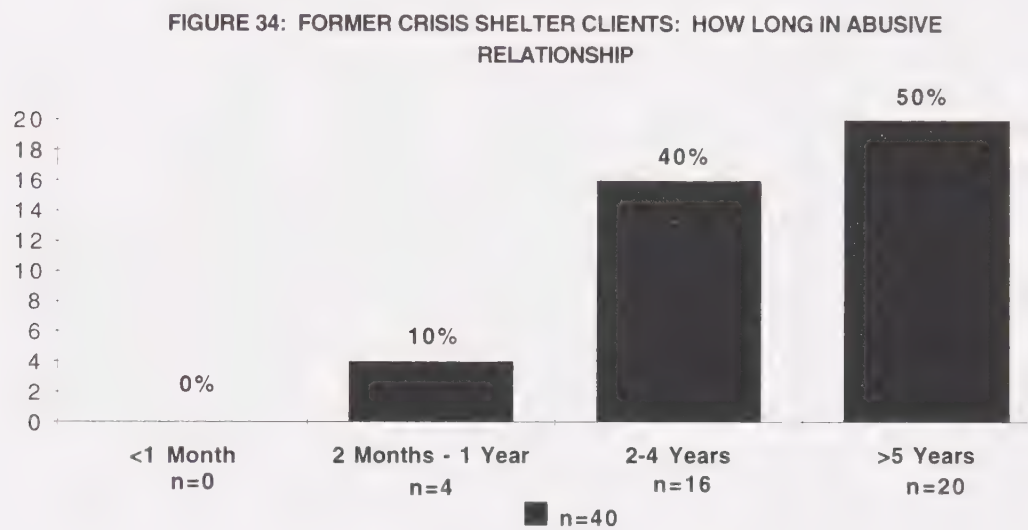
Thirty five percent of the respondents had three children living with them while they were staying at the shelter, 24% had two and 19% had four (See Figure 33).

FIGURE 33: FORMER CRISIS SHELTER CLIENTS: NUMBER OF CHILDREN STAYING WITH MOTHERS AT THE SHELTER





Half of the respondents were in the most recent abusive relationships for more than five years and 40% had been in the most recent abusive relationships for two to four years before going to a domestic violence shelter (See Figure 34).



## **V. ACCESSING THE DOMESTIC VIOLENCE SHELTER SYSTEM**

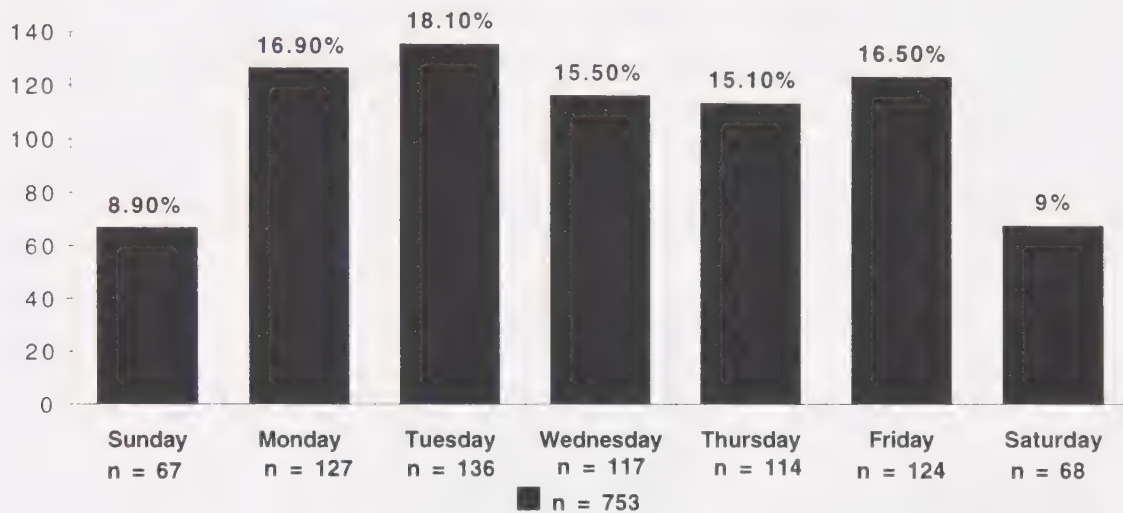
### **A. Crisis/Emergency Shelters**

#### **1. Demand for Domestic Violence Crisis Shelter**

Approximately 3,200 calls were made to domestic violence shelter hotlines in February 1996. The County Domestic Violence Shelter Program requires 24-hour a day, seven-days-a-week telephone staffing to respond to crisis calls. Victims learn about hotline numbers from flyers and handouts distributed by domestic violence shelters, law enforcement agencies, health care providers, and community agencies. Other non-shelter domestic violence providers also operate domestic violence hotlines but were not included in the survey since victims seeking shelter who call these non-shelter hotlines must also call a shelter hotline so that a hotline worker can speak to the victim and conduct a telephone interview to determine if and where the victim should go for shelter. If the shelter that a victim contacts does not have an available bed, the shelter hotline worker will work with the victim to locate other safe shelter.

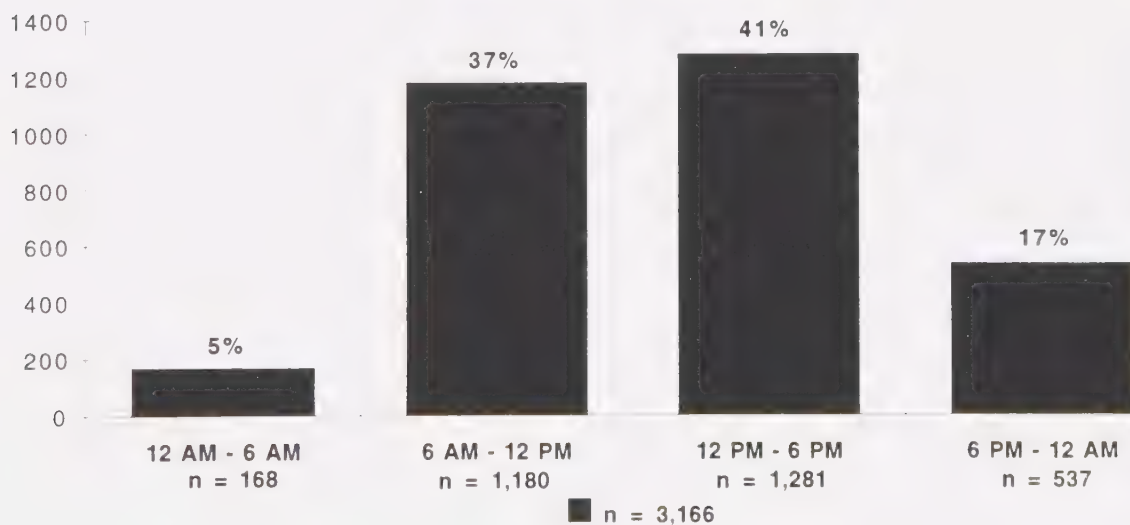
Most calls to domestic violence shelter hotlines were made on Tuesday (18.1%), followed by Monday (16.9%), Friday (16.5%), Wednesday (15.5%), Thursday (15.1%), Saturday (9%), and Sunday (8.9%) (See Figure 35).

**FIGURE 35: AVERAGE NUMBER OF CALLS PER DAY**



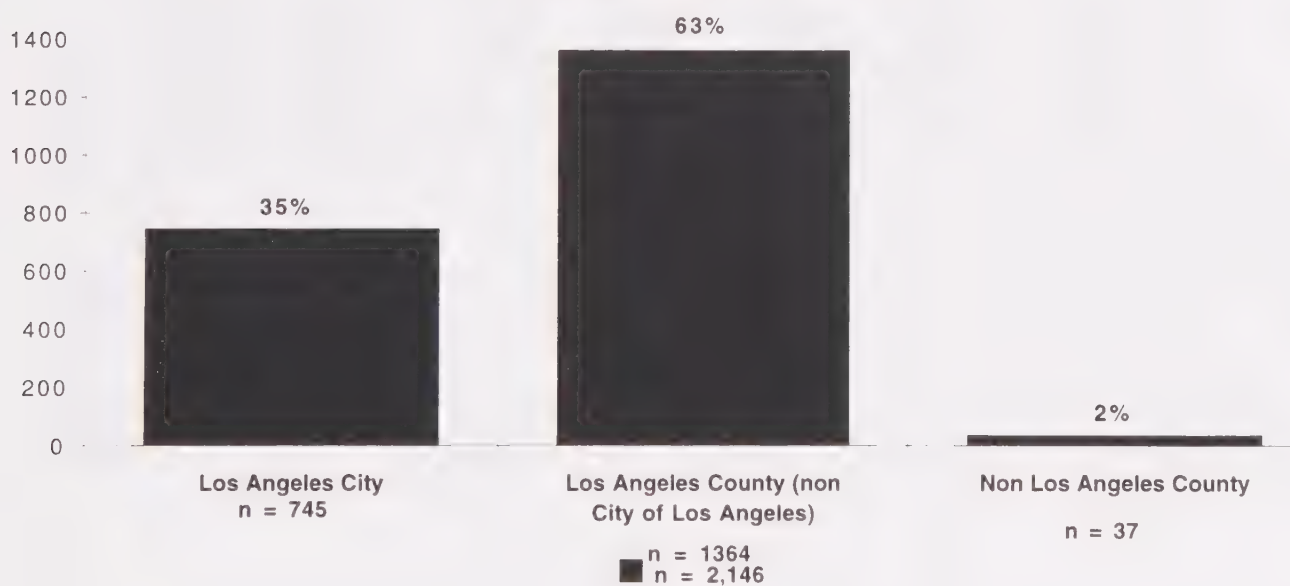
Most calls were made between 12 p.m. to 6 p.m. (41%), then between 6 a.m. to 12 p.m. (37%), 6 p.m. to 12 a.m. (17%), and 12 a.m. to 6 a.m. (5%) (See Figure 36).

**FIGURE 36: TIME CALLER CALLING**



Thirty five percent of the callers were calling from the City of Los Angeles, 63% were calling from outside of the City of Los Angeles but within the County of Los Angeles, and 2% were calling from outside of Los Angeles County (See Figure 37). (Note: Zip codes that included more than one Council District or other cities/unincorporated areas were divided and assigned percentages based on the proportion of the zip code that was in a particular Council District. The number of callers from a zip code was then multiplied by these percentages).

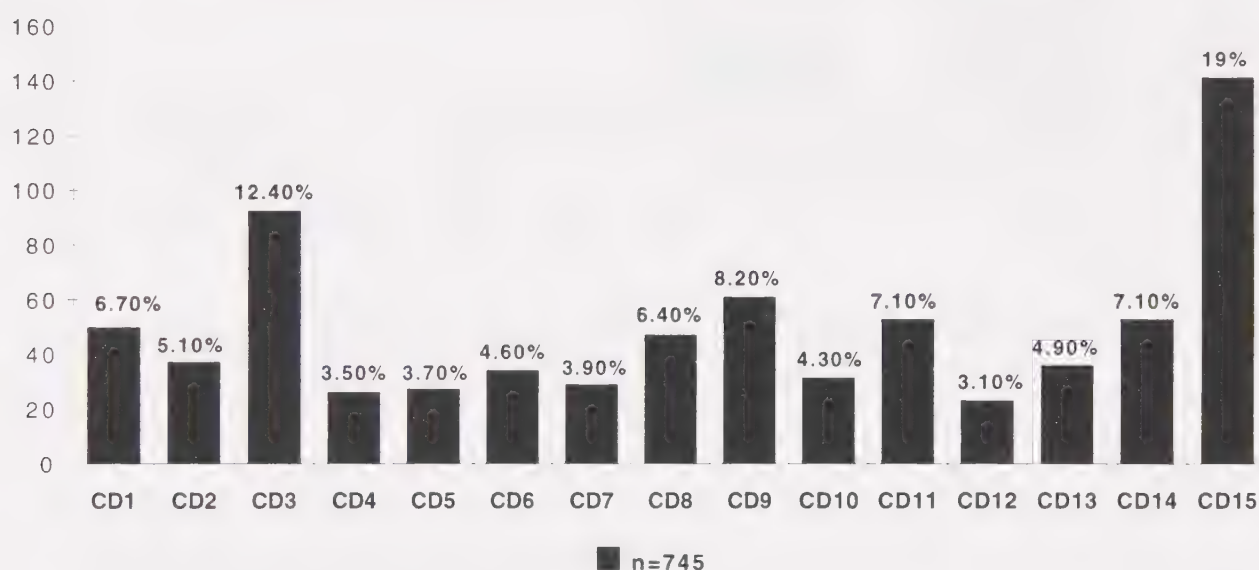
**FIGURE 37: CALLERS FROM LOS ANGELES CITY, LOS ANGELES COUNTY AND NON LOS ANGELES COUNTY**





The 35% of the callers from the City of Los Angeles approximates the 39% of the countywide population that resides in the City of Los Angeles. The most frequent callers in the City of Los Angeles were calling from the Wilmington/South Bay area (Council District 15) (19%), the West San Fernando Valley (Council District 3) (12%), and the east part of Central Los Angeles (Council District 9) (8%). The North San Fernando Valley (Council District 12) had the least number of calls (See Figure 38).

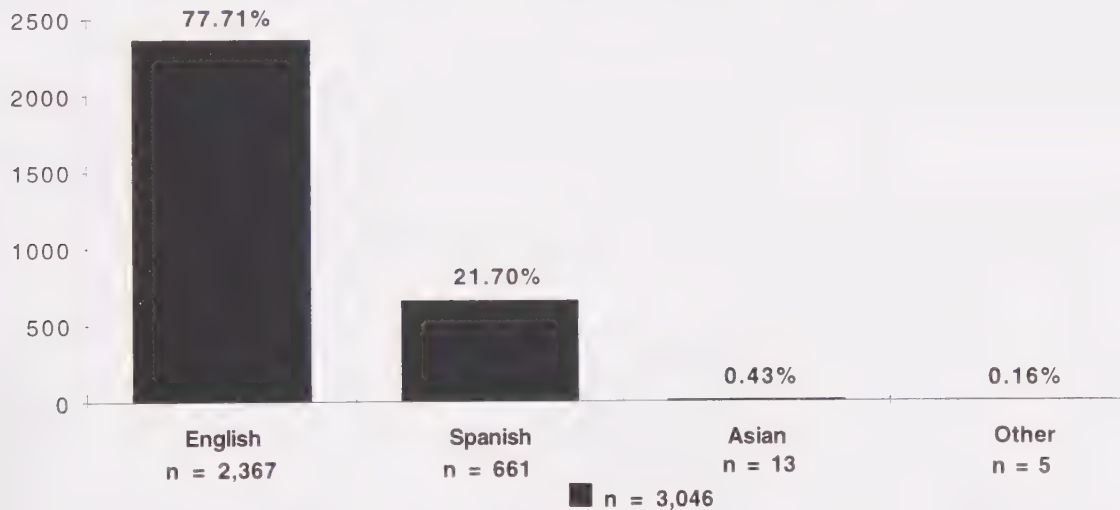
**FIGURE 38: CALLERS FROM THE CITY OF LOS ANGELES BY COUNCIL DISTRICT**



(Note: The number of callers from a particular geographic area does not correlate to the need for domestic violence shelters in that area because of safety factors that preclude referring callers to domestic violence shelters in their communities where their batterers are most likely to look for them.)

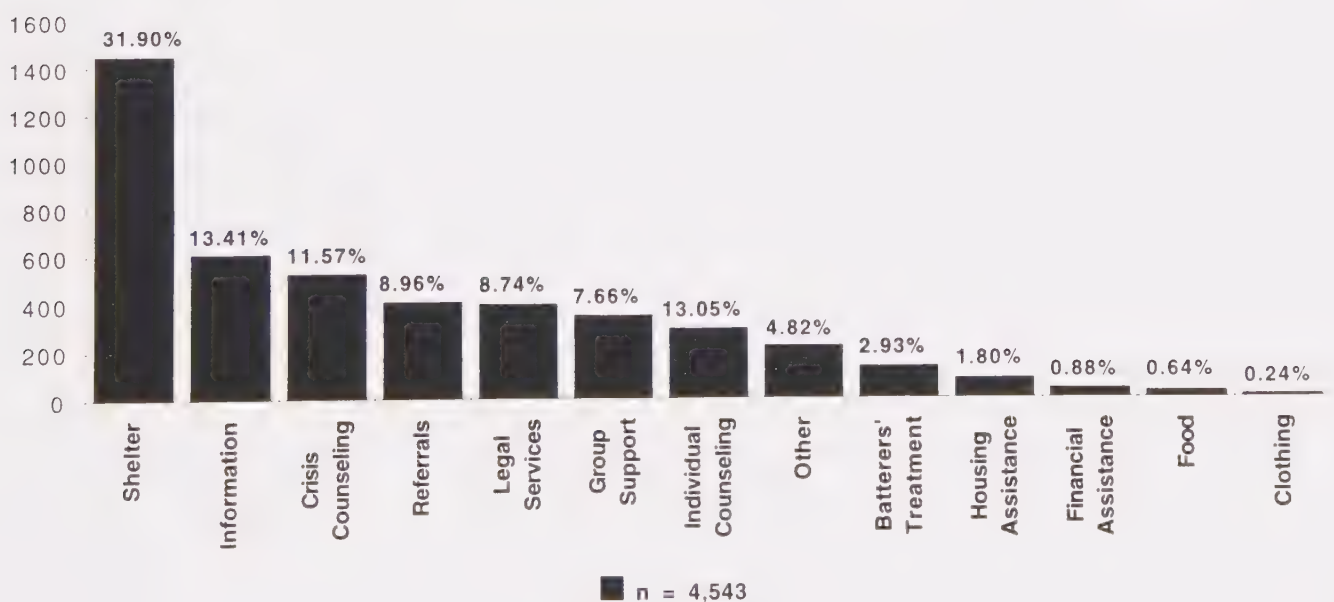
Almost 78% of the callers spoke English, while approximately 22% spoke Spanish, and less than 1% spoke an Asian language (See Figure 39).

FIGURE 39: LANGUAGES SPOKEN BY CALLER



The most frequent service initially requested by callers was shelter (31.9%), followed by information (13.4%), individual counseling (13.1%), and crisis counseling (11.6%) (See Figure 40).

FIGURE 40: SERVICES REQUESTED BY CALLER



Of those callers requesting shelter:

- Ten percent were provided shelter by the contacted shelter while 90% were referred to other shelters.
- Eighty one percent were referred to domestic violence shelters and 19% were referred to homeless shelters.
- Seventy eight percent were referred to shelters located outside of the City of Los Angeles and 18% were referred to shelters located in the City of Los Angeles.

The most frequent common reason that shelter hotline callers were not seeking shelter was that they were not currently in an abusive relationship but were in need of support. The second most common reason callers were not seeking shelter was that they were not ready to enter a shelter program.

## **2. Demand for Domestic Violence Crisis Shelter in Relation to Law Enforcement Calls**

There were a total of 4,532 calls for service for domestic violence in February 1996 to the Los Angeles Police Department (LAPD) and the Los Angeles Sheriff's Department (LASD) which patrol approximately 70% of the County's population. Approximately 83% (3,757) of the calls were to the LAPD and approximately 17% (775) of the calls were to the Sheriff's Department. Generally, while responding to a domestic violence call, law enforcement officers give victims the numbers of domestic violence hotlines to call for shelter. LASD officers rarely call shelters on behalf of victims since referrals made by an officer must be recorded on crime reports which are public records obtainable by any batterer. Both LAPD and LASD officers will transport victims to a shelter even if it is across town. It is common for an LAPD officer to hand non-injured victims a shelter flyer. Once an officer leaves the incident scene, he/she does not work with the victim, but transfers the case to a detective who provides back-up for the officers and who may have liaisons with shelters in their areas.

There were 1,410 more calls for service to law enforcement than calls to domestic violence shelter hotlines. One reason for the fewer calls for shelter than law enforcement assistance may be that the need for shelter from the victim's perspective may not be the same as the actual need from the safety perspective (i.e., the victim does not feel that the situation is serious or dangerous).

Both the LAPD and the LASD cited the lack of shelter facilities and beds as the primary reasons for domestic violence victims not being able to access crisis shelter. Although the LAPD acknowledged that only about ten percent of the calls for service needed shelter, this demand is more than the 171 crisis beds that are available in the City of Los Angeles.

In some instances, LAPD divisions have been able to take a victim to a motel for a two or three day stay when victims have not been able to access shelter and they have a real need for shelter. Because the LASD does not have this option, almost all of the victims that they encounter stay in the abusive relationship when they cannot rely on friends or family and cannot access shelter. Unfortunately, the violence may escalate when the batterer becomes angry at the victim for calling a law enforcement agency.

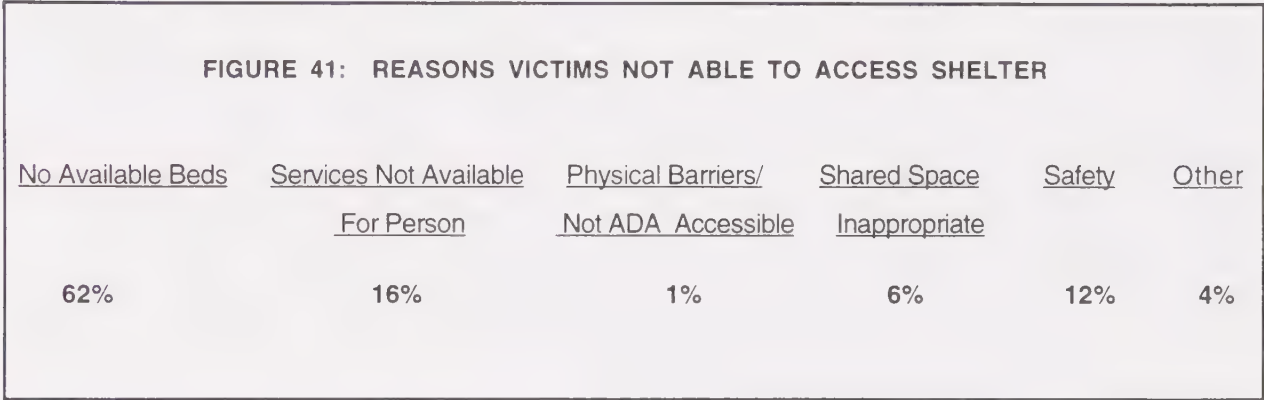
### **3. Turn Aways and Vacancy Rates**

#### **a. Turn Aways**

According to the domestic violence crisis shelter providers, the percentage of victims or households seeking crisis shelter at a particular shelter who were not able to access a crisis shelter ranged from 12.5% to 82%, with an average of 54%. The average number of unduplicated victims not able to access a particular crisis shelter each night was 3.4, each month was 100, and over the course of one year was 891.



According to the domestic violence shelter providers, 62% of the victims were not able to access shelter because of the lack of available beds. Sixteen percent were not able to access shelter because services were not available for them. Twelve percent were not able to access shelter because the shelter was within their community and safety factors prevented them from staying at these facilities. Six percent were not able to access shelter because shared spaces were inappropriate. Only one percent were not able to access shelter because of the lack of physical accessibility (See Figure 41).



A few shelters indicated that victims who were chronically homeless were not able to access their shelters. Rooms too small for large families prevented victims from accessing one shelter. Another shelter noted that their shelter was too far for victims to access. Finally, one shelter held beds for families that called for shelter but failed to appear, leaving beds vacant for a day or two.

Twenty four percent of the crisis shelter clients and 7.5% of the former crisis shelter client survey respondents reported that they had been turned away from domestic violence shelters. Fifty eight percent of the crisis shelter client respondents were given the reason that there were no available beds. Forty two percent of those turned away were turned away for one of the following reasons: shelter did not take children over twelve years old, respondent was gay, respondent's ex-husband lived in the same small city, respondent did not have residency, and respondent did not have a police report.

## **b. Vacancy Rates**

Vacancy rates from December 1994 through November 1995 were collected from thirteen domestic violence crisis shelter programs. Vacancy rate calculations were either based on the number of available beds in the program or the number of available bedrooms in the shelter facility.

The annual vacancy rates in the crisis shelters surveyed ranged from 1% to 50.1%. The average annual vacancy rate in all crisis shelters was 28%. The average annual vacancy rate based on the number of bedrooms was 10%. The average annual vacancy rate based on the number of beds in the program was 31%. One of the factors contributing to the moderate overall vacancy rate may be the practice of shelters holding beds or a room for a day or two for families that fail to come as indicated. One agency estimated that about one third of those who indicated that they would be coming to a shelter failed to come.

Vacancy was highest before Christmas. Shelter providers attributed high vacancies during this time to victims wanting to keep their families together for this holiday. Lower vacancies during the Summer were attributed to mothers leaving the family residence after their children finished the school year.

The 28% vacancy rate seems inconsistent with the 54% turn away rate. If 54% of domestic violence victims are being turned away from shelters, then why do shelters have a 28% vacancy rate? One explanation is that a victim may not be able to access one shelter but does access another shelter. Therefore, a victim may be turned away from one or more shelters, creating a higher turn away rate, but eventually finds shelter, resulting in a lower vacancy rate.

#### 4. Types of Domestic Violence Victims Accessing and Not Accessing Domestic Violence Crisis Shelters

The domestic violence crisis shelter providers were asked which types of victims their shelter programs did not serve. All of the shelter programs stated that they served pregnant women, women with infants, large families with more than three children, and persons living with HIV/AIDS. Sixteen of the eighteen shelter programs (89%) did not serve male victims and active substance abusers. Eleven shelter programs (61%) did not serve the chronic homeless. Ten programs (56%) did not serve persons with mental illness. Three programs (16%) served persons with mental illness only if they were under treatment and on medication, and two programs (11%) served persons with mental illness who were not paranoid or schizophrenic. Seven shelters (39%) did not serve victims who were not ambulatory. Six shelters (33%) did not serve families with male teenagers. Two shelters (11%) served families with male teenagers who were under fourteen and twelve years of age, respectively (See Figure 42).

FIGURE 42: TYPES OF VICTIMS NOT SERVED BY CRISIS SHELTER PROGRAMS

Types of Victims Not Served	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Single Women																		
Pregnant Women																		
Women W/ Infants (<1yr)																		
Large Families (>3)																		
Families W/ Male Teenagers					x	x	x			x	x				o		x	o
Male Victims	x	x	x		x	x	x		x	x	x	x	x	x	x	x	x	x
Same Sex Victims																		
Seniors																		
Minors											o	x					x	x
Monolingual	x	x	x															
Chronic Homeless			x	x		x	x		x	x		x			x	x	x	x
Mentally Ill	x	x	x		o	x	x		x	o	x		o	o	x	x	x	o
Active Substance Abuser	x	x	x		x	x	x	x	x	x	x	x	x	x		x	x	x
Person Living with HIV/AIDS																		
Developmentally Disabled					o	x	x			o								
Non-Ambulatory	x	x			x			x		o	x		x				x	
Hearing Impaired										o				x			x	
Sight Impaired						x	x			o							x	

x=Does not serve victims

o=Does not serve all victims in this category

1=1736 Emergency Shelter  
2=1736 Second Step South Bay  
3=1736 Second Step South Central Los Angeles  
4=Antelope Valley Oasis Shelter  
5=Center for the Pacific Asian Family  
6=CSAC-E.L.A Bilingual Shelter  
7=CSAC-Free Spirit Shelter  
8=Haven Hills  
9=Haven House

10=House of Ruth  
11=Jenesse Center  
12=OPCC Sojourn Services  
13=Rainbow Shelter  
14=San Gabriel Valley-Wings  
15=Su Casa Family Crisis Support Center  
16=Womens & Children Shelter  
17=WomenShelter of Long Beach  
18=YWCA of Glendale



Although none of the shelter agencies reported monolingual or cultural factors as an issue effecting the types of victims served, both the LAPD and a majority of the non-shelter domestic violence agencies and experts ranked monolingual and cultural factors as the second or third most common reason for victims not being able to access shelter. The LAPD expressed the difficulty of having all officers know which shelters take what type of victim. One advocate noted that shelter intake cannot be conducted if the victim and intake staff do not speak the same language.

The high percentage of shelter programs that did not serve active substance abusers was substantiated by the LAPD, the LASD, and other domestic violence agencies who identified active substance abusers as not having access to shelter. Prototypes , a local substance abuse provider, noted a 1988 study that reported that approximately 51% of victims misuse substances. Two of the domestic violence agencies estimated that at least fifty percent to seventy percent of domestic violence victims were active substance abusers, but one agency asserted that this was not an issue. Victims who are actively substance abusing must either deny the problem or enter a substance abuse program before entering a domestic violence shelter, but most substance abuse programs do not accept children. One agency expressed the lack of acknowledgment in the domestic violence movement of substance abuse as a cause of violence since it makes the victim "less innocent."

A couple of the domestic violence agencies and the LASD believed that victims with mental illnesses were also not able to access shelter. As one advocate noted, victims who are taking medication that end in "ine" are not able to access shelter since these are mood swinging medications.

It is commonly believed that low-income battered women are more likely to seek assistance from public agencies like shelters and hospital emergency rooms because they have fewer private resources than middle and upper income women. Women with financial and social support resources often go to support groups and not



shelters. In the client surveys, 58% of the domestic violence crisis shelter clients, 74% of the domestic violence second stage shelter clients, and 80% of the former crisis shelter clients were receiving public assistance benefits and could therefore be categorized as low-income. As echoed by the LAPD, more affluent victims can go to a motel or, if she does not have access to cash or credit cards, then she may need emergency shelter until she obtains a temporary restraining order that releases the cash or credit cards. While all of the crisis shelters allowed victims to stay at the shelter regardless of income, one recognized the inability of impoverished victims to purchase temporary housing by only serving low-income victims of domestic violence.

Four of the crisis shelters (22%) limited shelter to victims who were in immediate danger. Three crisis shelters (17%) served victims with safety issues over victims without safety issues. The remaining eleven crisis shelters (61%) did not distinguish between victims who were in imminent danger and those who were not.

Other types of victims identified by domestic violence agencies and advocates as not having access to shelter were persons with physical disabilities, especially those who were deaf or hearing impaired; single women; large families with more than six children; families with male teenage children; seniors, especially those who do not drive; and persons who do not want to take a leave of absence from work or school.

## **5. Barriers to Accessing Domestic Violence Crisis Shelters**

The most common reasons for domestic violence victims' not being able to access crisis shelter are lack of available beds; lack of available intake to a shelter; lack of transportation to a shelter; the victim lives in the community and therefore it is not safe for her to go to the nearest shelter; services are not available for the victim, especially if she is using substances or is mentally ill; shared spaces are inappropriate for male children; lack of physical accessibility; and monolingual and/or cultural factors.

Most of the twelve domestic violence agencies and advocates interviewed felt that the most common reason for domestic violence victims not being able to access crisis shelter was the lack of available beds. However, only 6.4% of crisis shelter and former crisis shelter client respondents had been turned away from a shelter because of the lack of available beds.

Two agencies stated that the rooms were too small for large families and two others cited the problem of matching or referring victims to available beds. Interestingly, one agency and one domestic violence shelter provider reported that victims were almost always able to access domestic violence shelter.

Lack of available intake to a shelter was ranked as one of the major reasons for domestic violence victims not being able to access crisis shelter by a majority of the twelve interviewed agencies. Time periods thought by agencies to be especially problematic were after 5 p.m. and on the weekends and holidays when staff were not available for intake. Both the LAPD and the LASD indicated that the majority of their calls for service happen during the night when detectives were not on duty and when the need for shelter was greater. As expressed by a couple of agencies, the "p.m." is "desperation time" for the victim and the time when bed availability depends on who answers the phone. In contrast, twelve of the sixteen crisis shelters (67%) reported that they had intake 24 hours a day; two (11%) had intake 24 hours a day in cases of emergencies and during business hours only if the victim was safe; two (11%) had intake Monday through Friday, 9 a.m. to 3 p.m. and 9 a.m. to 5 p.m.; and two (11%) had intake during business hours and after 9 p.m. with a police escort.

Some of the agencies ranked the lack of transportation to shelters as another reason victims were not able to access shelter. One agency noted that the issue of victims living in the same community as the nearest shelter would not be an issue if transportation was available. However, every emergency shelter surveyed stated that they provided transportation on-site and were required to provide emergency

transportation to their shelters pursuant to their County grants.

A couple of the domestic violence agencies and the LASD noted that many victims lack knowledge of available resources, including the existence of shelters and the services that they provide. Additionally, some victims are unsure about the safety and security of shelters.

Law enforcement officers responding to domestic violence calls do not always have the time or resources to find victims a place to stay. As reported in a Los Angeles Times article, some officers spend an hour or more calling various shelters in search of available beds. Only a few of the 18 LAPD divisions had relationships with domestic violence shelters that permitted officers to contact a specific domestic violence shelter that would provide crisis counseling and shelter or assistance in locating shelter for the victim. In our survey, the LAPD expressed a desire to have an agency coordinator that would be available on a 24-hour basis to work with the victim and the providers until the victim obtains shelter so that an officer can respond to other service calls.

There seems to be a chasm between officers responding to calls and victims' being able to access shelter in times of crisis (i.e., there is a lack of "available beds"). As previously discussed, available beds do exist, but accessing these beds seems to be a monumental task. Too often, a traumatized victim must access the shelter system and services on her own by calling various shelters to determine where the vacancies are, relating her story each time she speaks to a new shelter. Additionally, she may have to transport herself and her children to either a shelter or a pick-up location even if she does not have a vehicle and even if it is the middle of the night. One expert asserted that the domestic violence response system should operate more like the medical emergency system where a person who calls 911 does not also have to call an ambulance and the hospital.



## **6. Consequences of Victims Who Are Not Able to Access Crisis Shelter**

The agencies and advocates agreed that for the most part, victims who do not access the shelter system stay in the abusive relationships because that is all they know. According to one advocate, because it is so difficult for some victims to leave their batterer, when they cannot get into a shelter the first time they leave, they usually do not try to leave the batterer again. For others, domestic violence becomes a revolving door (i.e., victims seek respite from the violence with family and/or friends). Agencies felt that domestic violence victims access the homeless system as a last resort. Fifty six percent of the crisis shelter client survey respondents, 63% of the second stage shelter client survey respondents, and 65% of the former crisis shelter client respondents indicated that at one time or another, they had felt that putting up with the abuse was better than becoming homeless. As expressed by one advocate, there is tremendous fear in leaving the batterer who controls everything; it is often less frightening to stay in terror than to go to the unknown.

The domestic violence shelter providers believed that victims not served by their programs were fairly equally: 1) poorly served, 2) stayed in the abusive relationship, 3) ended up on the streets, or 4) accessed the homeless system.

### **B. Second Stage/Transitional Shelters**

The demand for domestic violence second stage shelter was great since there were only three programs with a total of 81 beds for victims leaving the 468 crisis shelter beds. Operators of the second stage shelter programs reported few vacancies. Generally, crisis shelter staff contacted the second stage programs one or two weeks before their clients left the crisis shelters so that their clients could process the paperwork and be interviewed by the transitional housing staff. Two of the three second stage shelters had intake 24 hours a day and 24 hours a day as scheduled, while one had intake Monday through Friday, 9 a.m. to 5 p.m.



## **VI. SUPPORTIVE SERVICES AVAILABLE TO SHELTER CLIENTS**

### **A. Purpose of Domestic Violence Shelters**

According to the domestic violence literature, many women who call a shelter are not necessarily seeking housing but want information, advice, or referrals. The approximately 20% of victims who are in need of shelter rely upon shelters and safe houses when it is too dangerous for them to stay with relatives or friends the abuser knows. These literature findings were corroborated by the crisis shelter client survey respondents who had previously left their partners one or more times in the past because of abuse and had sought emergency shelter with family (33%) and friends (31%) more often than with domestic violence shelters (24%). Approximately 42% of these survey respondents had sought shelter at a domestic violence shelter only once (i.e., the time of the survey was the first time that they had sought shelter at a domestic violence shelter) and approximately 37.5% had sought shelter at a domestic violence shelter one time prior to staying at the shelter where they had completed the survey. The second stage shelter client respondents who had previously sought shelter turned to family (37.5%), friends (25%), and hotels/motels (18.8%) before utilizing domestic violence shelters (9.4%). For most of these respondents (67%), the time of the survey was the first time that they had sought shelter at a domestic violence shelter. However, among the former crisis shelter clients, 36% of these respondents had sought shelter at a domestic violence shelter, then with family (29%) and friends (22%). Of those who had sought shelter at a domestic violence crisis shelter, 72% had sought shelter there only once.

While little research exists on how shelters function or what impact they have, battered women's shelters are an important factor in assisting victims regain control of their lives. As noted in one national survey, battered women's shelters were more likely to be rated as very effective compared to other formal sources of help, including social service or counseling services. The most important contribution of residing in a

shelter is that it breaks down the isolation that most battered women have experienced. The other major benefits of a battered women's shelter include: distance from immediate danger; a time to heal physically and mentally; an opportunity to obtain a clear, unbiased picture of the situation and options; and an increased well-being from not feeling alone.

In addition to providing safe shelter, domestic violence crisis shelters usually assist clients in obtaining various resources ranging from food and clothing to medical and legal services. Shelters also advocate on behalf of the woman, assisting her in applying for welfare benefits and obtaining restraining and custody and visitation orders. The counseling available to women at shelters is usually supportive and goal directed, emphasizing the establishment of safety plans and an independent life from the batterer as desired. A common goal of shelters is to give the woman a clearer understanding of her situation, her options, and the knowledge that she is only responsible for her safety and not for her abuse.

Emergency medical services, social services, individual and group counseling, transportation, child care, and job training are some of the services necessary to achieving self-sufficiency as women often return to the batterer because of economic dependence or psychological commitment. According to one 1988 study, the best predictors of a woman's likelihood of living independently of her batterer are services associated with independence (transportation, child care, and own income) and the batterer's decision to not attend counseling. Additional services needed by battered women are parenting classes and support to teach them how to raise their children in a non-abusive environment.

One study noted that the actual effectiveness of shelters varies, depending on the resources in the jurisdiction, since shelters are typically underfunded, understaffed, and unable to fully respond to the needs of battered women.

## **B. Supportive Services Provided by Domestic Violence Shelter Providers in Los Angeles**

### Required Services

The domestic violence emergency shelters that were surveyed received funding through the County of Los Angeles Domestic Violence Shelter Program and were required to provide the following services:

1. Shelter on a 24 hours a day, seven days a week basis.
2. Telephone staffing on a 24 hours a day, seven days a week basis to respond to crisis calls.
3. Psychological support and peer counseling.
4. Referrals to existing services in the community and follow-up on the outcome of the referrals.
5. Arrangements for school-age children to continue their education during their stay at the shelter.
6. Emergency transportation to the shelter, and when appropriate, arrangement with local law enforcement for assistance in providing such transportation.
7. Temporary housing and food.
8. A drop-in center to assist victims of domestic violence who have not yet made the decision to leave home or who have found other shelter but have a need for support services.

### Services Provided On-site

The surveyed shelters were asked which of the following services they provided on-site (i.e., at the shelter) and which they referred off-site (i.e., not at the shelter but could include the agency's drop-in center): food or meals, clothing, transportation, case management, follow-up, phone counseling, family counseling, group support, child care, children's services, child advocacy, schooling, public benefits assistance, legal services, medical care, mental health services, drug recovery, alcohol recovery, parenting classes, life skills classes, job training, job placement, GED/high school diploma, housing placement assistance, and legal and social advocacy (See Figure 43).



**FIGURE 43: PROGRAM SERVICES PROVIDED IN CRISIS SHELTER PROGRAMS**

**SHELTER PROGRAMS**

<b>Program Services</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>
Food/Meals	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Clothing	O	O	O	B	O	O	O	O	O	O	B	O	B	O	B	O	B	O
Transportation	O	O	O	O	O	O	O	O	O	O	O	O	O	O	B	O	O	O
Case Management	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Follow-up	O	O	O	O	O	B	B	O	O	O	R	R	O	O	O	O	R	O
Phone Counseling	O	O	O	O	O	O	O	O	O	O	B	O	O	O	O	O	O	O
Individual Counseling	O	O	O	O	O	B	B	O	O	O	O	O	R	O	B	O	O	O
Family Counseling	O	O	O	O	O	O	O	O	O	O	O	O	B	O	R	O	O	O
Group Support	O	O	O	O	O	O	O	O	O	O	O	O	B	O	B	O	O	O
Child care	B	B	B	O	O	O	O	O	O	O	O	R	O	O	O	O	O	O
Children's Services	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O	O
Child Advocacy	O	O	O	O	O	O	O	O	O	O	O	R	O	O	B	O	O	O
Schooling	B	B	B	B	R	B	B	R	N/A	R	O	B	R	O	R	O	O	R
Public Benefits Assistance	R	R	R	O	O	O	O	R	O	B	R	R	O	O	B	O	O	O
Legal Services	O	B	O	O	B	R	R	B	O	R	R	R	B	O	B	B	O	B
Medical Care	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	O	R
Mental Health Services	B	B	B	O	B	R	R	R	B	R	R	R	R	R	B	R	R	B
Drug Recovery	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Alcohol Recovery	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	B	R	R
Parenting Classes	O	O	O	O	O	O	O	O	O	O	O	N/A	B	O	B	O	O	O
Life Skills Classes	O	O	O	O	O	O	O	O	O	O	O	N/A	O	O	O	O	O	O
Job Training	B	B	B	R	R	R	R	R	R	O	R	R	N/A	R	R	O	N/A	R
Job Placement	R	R	B	R	R	R	R	R	R	R	R	R	O	R	R	R	N/A	R
GED/High School Diploma	R	R	R	R	N/A	B	B	R	R	R	R	R	R	R	R	R	N/A	R
Housing Placement Assist	B	B	B	O	O	O	O	O	O	O	O	O	B	O	O	O	O	O
Legal/Social Advocacy	B	B	B	O	O	B	B	O	O	R	O	O	B	N/A	O	O	O	O
Other	X	X	X	X	X	X	X	X						X				

O=On-Site at Shelter Facility

R=Refer Off-Site

B=Both On-Site and Refer Off-Site

N/A=Does not Offer Service in Program

X=Provides Other Service

1=1736 Emergency Shelter

2=1736 Second Stage Shelter South Bay

3=1736 Second Stage Shelter South Central Los Angeles

4=Antelope Valley

5=Center for the Pacific Asian Family

6=CSAC-E.L.A Bilingual Shelter

7=CSAC-Free Spirit Shelter

8=Glendale YWCA

9=Haven Hills

10=Haven House

11=House of Ruth

12=Jenesse Center

13=OPCC Sojourn Services

14=Rainbow Shelter

15=San Gabriel Valley-Wings

16=Su Casa Family Crisis Support Center

17=Womens & Children Shelter

18=WomenShelter of Long Beach

All eighteen of the crisis shelters provided food and meals, clothing, transportation, case management, phone counseling, group support, children's services, and housing placement assistance on-site. Only two of the agencies referred clients for follow-up while one agency provided follow-up at their outreach center. Clients at one shelter received individual counseling at an agency-operated facility near the shelter. One agency referred clients to neighborhood organizations for family counseling. Parenting and life skills classes were not provided either on-site or off-site at one shelter.

All but one agency provided some level of child care and child advocacy on-site. Four shelters provided schooling for children on-site, six shelters referred children staying at their shelters to local public schools, and seven shelters provided schooling both on-site and through local public schools.

Ten shelters assisted their clients with applying for public benefits, six shelters referred their clients for assistance with applying for public benefits, and two shelters both assisted and referred their clients for assistance with applying for public benefits. Legal services were provided only on-site at six shelters, provided only off-site at five shelters, and both on-site and off-site at seven shelters. Legal and social advocacy was provided on-site at ten shelters, off-site at one shelter, and both on-site and off-site at six shelters.

Only one shelter provided medical care on-site through a mobile medical van. Clients received mental health services on-site at one shelter, off-site at ten shelters, and both on-site and off-site at seven shelters. None of the shelters offered drug recovery on-site. Only one agency provided alcohol recovery on-site.

Two shelters offered job training on-site, two shelters offered job training both on-site and off-site, one shelter offered job training at its thrift store, ten shelters referred clients for job training, and two shelters did not offer job training. Job placement was

provided on-site at one shelter, both on-site and off-site at another shelter, and was not offered either on-site or off-site at another shelter. Preparation for GED or high school diploma was provided both on-site and off-site at one shelter.

Additional services provided on-site by various shelters included tutoring, pre-school, translation, moving van, college adult re-entry program, and nutrition counseling.

Some of the services offered at the shelters that were not provided by eight of the shelter operators included group support, schooling, assistance with obtaining public benefits, legal services, medical care, drug recovery, alcohol recovery, job training, GED or high school diploma preparation, and nutrition counseling. Seven of the services were provided through written agreements and three through verbal agreements.

### Necessary Services

The services that crisis shelter providers believed needed to be on-site were those that they provided on-site. The shelter providers felt that these services needed to be on-site because it was more convenient, effective, and safer for the shelter client. A few of the shelter providers thought that they had more expertise to provide these services and that some community agencies were not sensitive to the needs of domestic violence victims. One provider noted that it was faster to provide the services on-site since most community services run on an eight to five work day and client needs do not. Another provider stated that victims needed a concentrated effort to jump start their recovery.

The services that the shelter providers thought that needed to be provided in an emergency shelter program were the ones that they provided on-site since these services fulfilled the needs of victims in emergency situations, were part of a building process of self-sufficiency, and assisted clients in developing plans to lead a safe life.



### Services Provided Off-Site

Shelter clients not served by the shelter programs were referred to specific off-site community resources for services not provided by the domestic violence shelter. Many of these off-site referrals were homeless shelters. Referrals from fifteen of the shelters were provided primarily through Memorandums of Understanding and a few through verbal agreements. All referrals from one shelter were provided through verbal agreements and from two shelters through no agreements.

The services that shelter providers believed could be off-site were those that were provided off-site (i.e., not at the shelter facility). Providers stated that these services could be provided off-site since the agency did not have the resources or expertise to provide these services and it was more efficient to utilize community resources. Another reason to have some services off-site was that clients needed to know how to use these community resources once they left the shelter. Finally, some of the services did not need to be on-site since they were not necessary in the crisis intervention stage.

### Linguistic and Cultural Appropriateness of Shelter Services

All but one of the shelters stated that their shelter services were linguistically and culturally appropriate. Ten of the shelters had staff that were fluent in Spanish. Staff at three shelters were fluent in five, eight, and up to twelve languages, respectively. Two of the shelters served food that was culturally appropriate. Many of the shelter staff and some of the shelter volunteers received cross-cultural training. Even with the multiple language fluency and cross-cultural training, seventeen percent of the shelter client survey respondents who were women of color indicated that they had not stayed at a particular shelter because the shelter staff was not ethnically diverse.



## Follow-up Services

Clients at six of the shelters received follow-up at designated intervals through phone calls initiated by the shelter providers; one shelter provided follow-up through letters. Four shelters provided follow-up on an as-needed basis. Clients at four of the shelters initiated follow-up. Clients at five of the shelters attended support groups at the agencies' outreach centers. One agency provided on-going case management for three to four years. One shelter did not have any formalized arrangements for follow-up.

## Program Effectiveness

According to the domestic violence shelter providers, approximately 80% of clients staying in the 18 domestic violence crisis shelters over the course of one year did not drop-out of a shelter program. Eighty percent of clients leaving crisis shelter obtained employment or income. Just under one-half of the crisis shelter clients obtained long-term housing independent of their batterers. Approximately one-third of the crisis shelter clients returned to the abusive relationship when they left the shelter. Providers attributed their clients' returning to the abusive relationship to emotional or psychological and cultural reasons, followed by lack of income or employment and religious reasons, unreadiness to live independently of the batterer, and lack of long-term housing. Lack of transportation or child care did not weigh heavily in whether or not a client returned to the abusive relationship.

Six of the domestic violence crisis shelter providers stated that none of their clients became homeless and one did not know whether or not they did. Approximately 18% of the clients from the remaining 11 domestic violence crisis shelters became homeless.

More than half of the domestic violence crisis shelters did not allow victims to come to

their shelters more than once because of the fear that clients might have revealed shelter locations to family and friends. One allowed clients to come to its shelter as long as it was not within twelve months.

According to most domestic violence crisis shelter providers, a victim takes an average of five times to leave her batterer before she is able to live independently of her batterer. Two providers expressed that victims took at least fifteen times of leaving their batterer before finally leaving him.

### **C. Supportive Services Most Helpful to Clients**

#### Crisis Shelter Clients

Eighty six percent of the crisis shelter client survey respondents felt that the shelters' services were helping them gain information to avoid being in an abusive relationship in the future and 81% felt that the shelters' services were helping them to live independently of their abusers. Only 8% of the respondents indicated that they were planning on returning to their partner when they left the shelter. The two top reasons given for their returning were that their partners had changed and would no longer be abusive and that they did not want to disrupt or end the marriage or family unit because of the value placed on the marriage or family unit.

The top five services that crisis shelter client survey respondents felt helped them the most were food and meals (27%), individual counseling (25%), public benefits assistance (19%), case management (15%), and legal and social advocacy (14%). Shelter client survey respondents ranked individual counseling as the number one service that they felt helped them the most; food or meals, clothing, or individual counseling as the number two service; individual counseling as the number three service; transportation or public benefits assistance as the number four service; and food or meals as the number five service.

## Second Stage Shelter Clients

One hundred percent of the second stage shelter client respondents felt that the shelters' services helped them gain information to avoid being in an abusive relationship. Thirteen (72%) of the respondents felt that the second stage shelter program was helping them to be able to live independently of their batterers, three (17%) did not feel that the program was helping them, and two (11%) did not know if the program was helping them. None of the second stage shelter client respondents indicated that they planned on returning to their partner when they left the transitional shelter.

The top five services that second stage shelter client survey respondents felt helped them the most were individual counseling (12.5%), food/meals (10%), group support (9.2%), and legal services and parenting classes (8.3%). Second stage shelter client survey respondents ranked assistance with public benefits as the number one service, individual counseling as the number two service, parenting classes as the number three and four service, and group support as the number five service.

## Former Crisis Shelter Clients

One hundred percent of the former crisis shelter client respondents felt that the shelters' services helped them gain information to avoid being in an abusive relationship and that the shelters' services helped them to live independently of their abusers. Eighteen percent of the former crisis shelter client respondents indicated that they did return to their partner when they left the shelter. The two top reasons given for their returning were the same as with the current crisis shelter clients.

The top five services that former crisis shelter client survey respondents felt helped them the most were individual counseling (30%), group support (25 %), food or meals and public benefits assistance (15%), and case management (14%). Former crisis

shelter client survey respondents ranked individual counseling as the number one service, group support as the number two and three service, group support and individual counseling as the number four service, and clothing as the number five service.



## VII. NEED FOR ADDITIONAL DOMESTIC VIOLENCE SHELTERS AND BEDS

### A. Types of Additional Domestic Violence Shelters Needed

#### 1. Emergency, Transitional, and Permanent Housing

Because shelters serve as a point of access to the larger support system, it is critical that domestic violence victims obtain shelter whenever they seek it. As previously noted, victims who are turned away by a domestic violence crisis shelter often do not attempt to leave their batterers again.

According to the domestic violence shelter providers, almost half (48%) of the clients staying in crisis shelters located in both the City and County of Los Angeles were residents of the City of Los Angeles. In comparison, 39% of the County's population resides in the City of Los Angeles. Of these City residents, 60% stayed in crisis shelters located in the City of Los Angeles and 40% stayed in crisis shelters located outside the City of Los Angeles (See Figure 44).

FIGURE 44: BREAKDOWN OF RESIDENCY OF CLIENTS STAYING IN DOMESTIC VIOLENCE SHELTERS



Eight of the domestic violence agencies and advocates thought that there was a need for more domestic violence emergency shelters and beds, two did not, and one was not certain of the need for more domestic violence emergency shelters and beds. The consensus was that the four hundred beds were not enough to properly serve the current and future demand for shelter. However, one advocate stated that there were enough beds but that better case management was needed. Another agency did not think that we could afford to keep the ones we have now and that there was not enough funding to operate additional beds. One advocate cited the much larger need for services, specifically prevention intervention, than for more beds.

Emergency shelter was not only needed by women and their children fleeing domestic violence but also by approximately 10% of women and their children leaving emergency shelter programs. According to half of the domestic violence crisis shelter providers, at least 5% and as much as 30% of their clients leaving their emergency shelter programs were still in need of emergency housing.

The focus both nationally and locally has been on providing crisis shelter to battered women and their children. But the need for longer stays and services leading to self-sufficiency has been recognized by many providers and advocates since it takes three to four weeks for a victim to overcome the trauma of abuse and to adjust to the fact that she is not going home. As "The Importance of Sheltering in the Lives of Battered Women" noted, if women could stay long enough in a shelter to regain psychological and physical strength, then they would be more likely to end the cycle of violence and less likely to seek shelter in the future.

The need for more transitional housing was recognized by all of the domestic violence agencies and advocates who viewed second stage shelters as continuing where emergency shelters ended by assisting victims in becoming self-sufficient. Self-sufficiency was important since not being able to obtain and maintain housing was one of the primary reasons women returned to and stayed with their abusive partners.

But thirty days was not enough time for women to change and rebuild their entire lives (i.e., not enough time to obtain an education and/or job, finances, and support systems). Transitional housing is designed with the assumption that housing is not merely shelter but a social context in which a continuum of needs for social support, counseling, legal advocacy, job training, child care, and housing can be met. The need for transitional housing was echoed by the Commission on the Status of Women Sixth Annual Domestic Violence Public Hearing held October 1994 in its recommendation of the "development of transitional housing and programs which offer job training, and would enable women to better support themselves, lessening the financial need to return to the batterer."

Although the domestic violence crisis shelter providers estimated that 56% of their clients leaving crisis shelter programs were in need of transitional shelter, three of the domestic violence shelter programs did not have any type of arrangements with transitional housing providers for clients leaving their emergency shelters. Generally, domestic violence crisis shelter providers contacted domestic violence second stage programs and homeless shelters two weeks before their clients were expected to leave their emergency shelters. They ascertained if any openings were going to be available for their clients, and if so, then they had their clients complete an application and scheduled an interview. The domestic violence crisis shelter providers estimated that 44.3% of their clients were in need of permanent housing after leaving their crisis shelters.

Ninety one percent of the crisis shelter client survey respondents and 93% of the former crisis shelter client survey respondents stated that their most urgent housing need when they first came to the emergency shelter was emergency shelter. In contrast, 57% of the crisis shelter clients and 77% of the former crisis shelter clients indicated that their most urgent housing need as they left the emergency shelter was long-term housing. Thirty percent of the crisis shelter clients and 24% of the former crisis shelter clients viewed transitional housing as their most urgent housing need as



they left the emergency shelter. For second stage shelter clients, their most urgent housing needs when they first came to the second stage shelters were emergency shelter (38%), transitional housing (38%), and long-term housing (24%). The most urgent housing needs for second stage shelter clients leaving these programs was long-term housing (84%) and transitional housing (16%).

There is an estimated need for between 2 and 3 transitional housing beds, with an average stay of 6 months, to each emergency shelter beds. This is based on the shelter providers estimate of the percentage of their clients leaving their crisis shelter providers that are in need of transitional housing and the percentage of crisis shelter clients and former crisis shelter clients that viewed transitional housing as their most urgent housing need as they left the crisis shelter.

## **2. Specialized Shelters**

Fifty percent of the surveyed shelters targeted a specific domestic violence subpopulation. Half of these programs were targeted towards Spanish speaking victims. The remaining programs targeted one or more of the following: Asian monolingual victims, pregnant teens, unemancipated minors that have been sexually abused, hearing impaired victims, large families with three or more children, and low-income and poverty level victims. Only one shelter served current alcohol abusers.

The City Attorney's Office noted that close to 50% of all domestic violence victims that they worked with had multiple issues besides domestic violence. Other agencies and advocates identified the following domestic violence victims that needed shelter and/or services: victims who are active substance users and/or dual diagnosed; monolingual victims, primarily Latinas and Asians; and physically challenged victims (e.g., victims who were nonambulatory or hearing impaired). One agency noted that single family homes were not designed for victims in need of independent living or multiple families. As summarized by one advocate, there is a need to move into an era of flexibility in



interventions in order to respond to the different needs of victims (i.e., a "menu" of shelters).

## **B. Ability of Non Domestic Violence Shelter Providers (Homeless Shelters) to Provide Domestic Violence Shelter**

The increase in the number of homeless families, mostly women and children, has been correlated to the increased knowledge of domestic violence and awareness of community services available to women and children fleeing domestic violence. This correlation is based on homeless service providers who are seeing women and children showing up at their doors who are trying to escape domestic violence situations. But not all homeless shelters accept battered women and children because of the danger to other clients. Additionally, domestic violence shelter providers do not believe that victims are best served by homeless shelters since they do not have confidential locations and counseling that addresses domestic violence.

Twenty three of the sixty-two (37%) homeless shelters listed in Shelter Partnership's "1993 Short Term Housing Directory of Los Angeles County" that served single women and women and their children were surveyed by telephone. Of the 23 homeless shelters surveyed, only one did not have women and children staying at their shelter over the last year who were homeless due to domestic violence. Approximately 25% of the women and children staying at the surveyed homeless shelters over the last year were homeless due to domestic violence. While most of these women and children had stayed at a 30-day domestic violence crisis shelter before entering the homeless shelters, approximately 9% of them had been fleeing a domestic violence situation. More than half of the homeless shelters indicated that they provided domestic violence-specific services for battered women and their children. These services included individual and group counseling, support groups, speakers, case management, clothing, public benefits assistance, medical referrals, permanent housing assistance, parenting classes, money management classes, GED

preparation, child care, substance abuse counseling, and legal referrals.

For the most part, the domestic violence shelter providers indicated that they did not network with homeless shelters in promoting domestic violence-specific services in homeless shelters but would be willing to do so. Networking between domestic violence and homeless shelters is important as approximately nine (11%) of the crisis shelter clients, 4 (22%) of the second stage shelter clients, and six (17%) of the former crisis shelter clients that responded to the question regarding non-domestic violence shelter experience indicated that they had sought shelter at a homeless shelter some time in the past. Eight of the crisis shelter client survey respondents had sought shelter at a homeless shelter at least once and one respondent had sought shelter at a homeless shelter four times. The reasons given by these respondents for going to a homeless shelter instead of a domestic violence shelter were: domestic violence shelter was unavailable, they did not know where to go, one was placed in a homeless shelter, and one was running from her husband. Half of the former crisis shelter clients who had sought shelter at a homeless shelter sought shelter there as a second step after leaving a domestic violence emergency shelter.

### **C. Need for "Hub Centers"**

One of the identified objectives and goals of the Los Angeles City Domestic Violence Task Force was "the establishment of "HUB" emergency service shelters in each of the four geographic bureaus of the LAPD which would provide the LAPD and/or paramedics with a place to take domestic violence victims and their children. This would be a short term facility which would be safe, staffed around the clock and offer a variety of support services (restraining orders, placement into long term shelter, follow-up with City Attorney/District Attorney, counseling services, etc.)." The Task Force created a HUB Committee to further develop this HUB concept. The HUB Committee defined a HUB as a short-term, 24-hour crisis response facility with a 24-hour intake line to provide immediate, safe shelter with crisis intervention, education and referral

resources to battered women and their children when special circumstances exist and/or there is a lack of crisis shelter space. Referrals to the HUB could be made by police, emergency response teams, hospitals, and crisis shelters. The facility would be confidential and secure and centrally located for accessibility by all domestic violence programs, with transportation to be provided if necessary. Services available at the HUB could include: a 24-hour intake line; immediate access to safe shelter for twenty individuals for 1 to 7 days; limited intake procedures; hospital protocol; crisis intervention and counseling; information and education about domestic violence, women's rights, and available options; referrals to social services, legal agencies, and health services; advocacy; documentation; children's programs (crisis counseling, abuse detection, intervention); and baby-sitting service but not licensed child care.

In the April 1996 meeting, the Health Issues Committee of the County of Los Angeles Domestic Violence Council also reported on the need for a short-term emergency room crisis center where women could go to for two or three days instead of to a shelter.

Nine of the domestic violence agencies and advocates thought that there was a need for HUB centers. They noted that HUB centers could link victims and the professionals assisting victims; create shelter access for agencies that need prompt crisis intervention resources, especially during the night; avoid the shuffling of victims between agencies; be less threatening for women who do not want or need to enter thirty day shelter programs, possibly decreasing the number of times that women leave their batterers; and offer victims time and resources to make an informed decision and to formulate a game plan.

A couple of agencies that were not sure about the need for HUB centers did not know what the difference was between seven or thirty days, whether another layer was necessary, and whether the HUB center would be used as a dumping ground for victims not able to access shelter (e.g., active substance abusers, persons with mental



illness). But one advocate noted that a HUB center may be helpful in determining whether a victim is truly mentally ill or actively using substances and to locate appropriate shelter for her if she is.

While the majority of domestic violence agencies and advocates agreed on the need for HUB centers, the majority of domestic violence shelter providers believed that there was not a need for such centers since there were enough emergency shelters to assist victims, they would replicate everything provided in shelters, the services already existed and could be coordinated to accomplish the same thing as HUBs, would not be able to address the needs of domestic violence victims, would be too accessible and open, would be hard to implement because of geography, would require victims to go through the system more than once, would be a "dumping ground," would mix different types of victims because of the lack of screening, and were not necessary since two to three day stays were permitted in crisis shelters. According to one shelter provider, increasing transportation and augmenting the shelter system would alleviate the need for temporary shelter. However, one shelter acknowledged that a HUB center would be useful for hard to place battered women and children such as active substance users, chronically mentally ill, and those who are a threat to themselves or others.

The few domestic violence shelter providers that believed that there was a need for HUB centers thought that they would provide immediate safety for victims who were turned away by shelters that could not accommodate them and those that did not have 24-hour intake, provide information regarding options for those who did not need shelter, and provide a cooling off period for women who were not ready to leave their batterers.



## **D. Geographic Areas Underserved and Unserved By Domestic Violence Shelters**

Geographic areas that the domestic violence agencies and advocates believed were underserved by domestic violence crisis shelters were East Los Angeles, Central Los Angeles, the San Fernando Valley, South Central Los Angeles, Pacoima, Carson, and Compton. Communities that were recognized as underserved by domestic violence agencies and advocates included economically depressed areas and areas with heavy Latino, African American, and Asian concentrations. West Los Angeles (Malibu, Brentwood, Beverly Hills) was identified by a couple of agencies as underserved areas since the assumption that affluent women have money may not be true if the batterer controls the money.

Geographic areas thought to be unserved by domestic violence agencies included the Southern section of Los Angeles City for Latinas, South Central Los Angeles because Jenesse Center was not operating,\* Pasadena, and less populated areas (mountain areas). A couple of advocates did not think that any areas were unserved since the domestic violence shelters have pledged to take victims to any areas and had the ability to do so because of the networking between the shelters.

## **E. Proximity of Domestic Violence Shelters to Police Stations**

The majority of domestic violence agencies and advocates and domestic violence shelter providers did not think that domestic violence shelters should be near police stations or other public safety agencies. They thought that proximity was not necessary and would not impact shelter access, but would be dangerous since batterers held at police stations would be close to shelters and would know where to look for victims.

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\* In December 1994, 1736 Family Crisis Center began operating 10 crisis shelter beds in South Central Los Angeles and added an additional 10 beds in January 1996.

It would also be threatening to victims who mistrust law enforcement officers because of prior ineffective response and may even discourage victims from seeking shelter.

Neither the LAPD or LASD thought that domestic violence shelters should be near police stations or other public safety agencies. The LAPD indicated that shelter intake could be conducted at a police station and that they would be content to have shelter staff pick-up victims at the station. The LASD acknowledged that they were not supposed to know the location of shelters, that a one to three minute response time was sufficient, and that proximity of shelters to stations would probably not prevent a batterer from going to a shelter.

Many shelters noted that it was important to have a cooperative relationship with the local law enforcement agency to ensure a quick response. Consequently, all but one of the domestic violence shelters had some level of coordination between their shelters and the local law enforcement agencies to ensure effective response to calls for assistance. Coordination had resulted in quick responses, extra car patrols, a security system directly hooked up to the police station, access to a direct line to a station desk, use of police stations as pick -up locations, and officers becoming board members of shelter agencies. Some of the ways in which coordination was accomplished was through written agreements; cross-trainings; quarterly meetings; participation on local law enforcement agency advisory boards; and community meetings regarding shelter needs, policies, and procedures.

Some of the domestic violence agencies and advocates and domestic violence shelter providers thought that domestic violence shelters should be near police stations or other public safety agencies since it would result in quicker response time to emergencies if law enforcement officers were familiar with shelter locations, would be safer, would mitigate transportation problems if they were used as drop-off points, would increase officer surveillance, would allow shelters to feel more protected, and might deter batterers from hurting victims.

## **VIII. RESOURCES AVAILABLE TO DOMESTIC VIOLENCE SHELTERS**

The mean average cost of providing domestic violence crisis shelter with services for one person for one night was \$51.51 and ranged from \$22.16 to \$88.89. The mean average cost of providing domestic violence second stage shelter with services for one person for one night was \$32.46 and ranged from \$24.35 to \$69.23. These average costs of providing shelter and services should be viewed with caution since the services provided at the shelters were not identical (i.e., different budgets resulted in different staffing patterns). Of the eighteen shelter programs that responded to the funding question, only two did not receive both public and private funding.

Approximately 73% of the funding for providing domestic violence crisis shelter and 19% of the funding for providing domestic violence second stage shelter comes from public sources.

Seeking public funding for capital and operating costs of domestic violence shelters is complicated since the grant programs vary by grant period, matching requirements, eligible applicants, eligible clients, and eligible activities. Capital costs are generally those costs associated with building a shelter (e.g., predevelopment, acquisition, rehabilitation, new construction), including equipment like commercial kitchens, security systems, playground equipment, etc. Operating costs generally include the expenses of operating a shelter (e.g., utilities, insurance, telephone, postage, maintenance) and staff that work directly with clients (e.g., counselors, case workers).

Prior to the trial of O.J. Simpson, there were sixteen agencies providing 549 domestic violence crisis and second stage shelter beds in Los Angeles County. Fifteen of these agencies were primarily funded by two domestic violence shelter funding programs--the California Domestic Violence Assistance Program and the County of Los Angeles Domestic Violence Shelter Program. Along with the notoriety of the Simpson trial, came new funding for domestic violence shelters and new agencies wanting to provide domestic violence shelter.

Following is a list of the major public funding sources available to domestic violence shelters located in the County of Los Angeles. In the last two years, approximately \$14,326,883 has been allocated to agencies in Los Angeles County from these major domestic violence public funding sources. Of this, \$4,000,000 is for capital development and \$10,326,883 is for operating costs. Domestic violence shelter providers are also often eligible for and receive grants serving homeless persons, substance users, persons with mental illness, etc. These programs include, but are not limited to, the U.S. Department of Housing and Urban Development's Emergency Shelter Grant Program and Supportive Housing Program, the Federal Emergency Management Agency's Emergency Food and Shelter Program, and the California Emergency Homeless Assistance Program.



## STATE ADMINISTERED

### DEPARTMENT OF HEALTH SERVICES, MATERNAL AND CHILD HEALTH BRANCH, DOMESTIC VIOLENCE SECTION

- **Battered Women Shelter Program (Shelter-based services for battered women and their children)**

**Contact:** Department of Health Services  
Maternal and Child Health Branch  
Domestic Violence Section  
714 P Street, Room 540  
Sacramento, CA 95814  
(916) 657-4643

**Authorization:** Battered Women Protection Act of 1994.

**Description:** The purpose of the program is to respond to the needs of battered women and their children in ways that are cost-effective and unduplicative of existing services, and to encourage innovative, specialized, and ethnic/cultural-specific approaches where such approaches are warranted and appropriate, and have evidence of strong community support. Funding is available in the following categories:

Category I: to existing (i.e., operating for at least one year) shelter-based domestic violence providers wishing to expand their existing comprehensive shelter-based services or to establish new shelter-based services, particularly to create services to meet the needs of racial, ethnic and cultural minority communities (maximum annual grant of \$200,000);

Category II: to qualified applicants who wish to establish new comprehensive shelter-based services for battered women and their children, particularly to create services to meet the needs of racial, ethnic and cultural minority communities (maximum annual grant of \$300,000); and

Category III: to shelter-based providers who wish to develop demonstration projects that demonstrate the effectiveness of innovative and community-specific, shelter-based approaches for battered women and children, particularly to create services to meet the needs of racial, ethnic and cultural minority communities (maximum annual grant of \$300,000).

**Funding Available:** \$32,795,000 in FY 1994-1996. Los Angeles County received \$6,782,843.

**Eligible Applicants:** Public or private nonprofit organizations and entities of local governments.

**Eligible Activities:** Services which may be funded include:

- 1) Emergency services to women and their children escaping violent family situations;
- 2) Transitional housing programs to help women and their children find housing and jobs so they are not forced to choose between returning to a violent relationship or become homeless. Programs may offer up to 18 months of housing, case management, job training and placement, counseling, support groups, and parenting and family budgeting classes;
- 3) Legal and other types of advocacy and representation to help women and their children pursue the appropriate legal options; or
- 4) Other support services, including creative and innovative service approaches such as community response teams.

Eligible expenditures include:

- personnel/salaries and benefits;
- operating expenses (e.g., general expenses, space rent/lease, printing, equipment rental, and audit costs);
- equipment purchase of more than \$500 per unit and not exceeding \$15,000

and capital improvements necessary to make a shelter accessible under the Americans with Disabilities Act (ADA) or to provide expanded services;

- travel and per diem related to the administration of the project;
- subcontracts/consulting services; and
- other costs related to project operations and the provision of services (e.g., staff training, purchase of educational materials, and transportation).

**Match Requirements:** Cash or in-kind contribution equal to 10% of the grant.

**Grant Period:** Two years: June 1, 1995 to June 30, 1997. Grants may be extended to June 30, 1998 depending on availability of funds, project performance, and compliance with grant requirements.

**• Battered Women Shelter Program (Shelter-Based Services and Community Interventions for Domestic Violence Prevention )**

**Contact:** Department of Health Services  
Maternal and Child Health Branch  
Domestic Violence Section  
714 P Street, Room 540  
Sacramento, CA 95814  
(916) 657-4643

**Authorization:** Battered Women Protection Act of 1994.

**Description:** The purpose of the program is to establish emergency shelters and services in counties presently lacking these facilities and to expand, enhance, or maintain existing shelter-based services. Maximum grants of \$300,000 are available to establish an emergency shelter facility and services in a county without an existing emergency shelter facility. Maximum grants of \$300,000 are available to expand or enhance existing comprehensive shelter-based services to battered women and their children. Maximum grants of \$150,000 are available to maintain existing shelter-based services.

**Funding Available:** \$3,500,000 for shelter-based services for FY 1996-1999.

**Eligible Applicants:** Public and private nonprofit organizations which qualify as:

- an existing shelter-based service provider which provides a comprehensive set of 13 services for battered women and their children or
- a domestic violence service provider in existence for more than one year serving battered women and their children.

**Eligible Activities:** Services which may be funded include:

1. Twenty-four hour crisis hotline.
2. Counseling (individual and peer group).
3. Business centers.
4. Emergency safe homes or shelters for victims and families.
5. Emergency food and clothing.
6. Emergency response to calls from law enforcement.
7. Hospital emergency room protocol and assistance.
8. Emergency transportation.
9. Counseling for children.
10. Court and social advocacy.
11. Legal assistance with temporary restraining orders and custody disputes.
12. Community resource and referral.
13. Household establishment assistance.

**Match Requirements:** Matching funds or in-kind contributions equal to 20% of the grant.

**Grant Period:** Thirty months: January 1, 1997 to June 30, 1999. Continuation of funding beyond the initial year is contingent upon appropriation of funds in the 1997/98 and 1998/99 Budget Acts, project performance, and compliance with grant requirements.



## OFFICE OF CRIMINAL JUSTICE PLANNING (OCJP)

- **California Domestic Violence Assistance Program (DVAP)**

**Contact:** Office of Criminal Justice Planning (OCJP)  
Sexual Assault/Domestic Violence Branch  
1130 K Street, Suite 300  
Sacramento, CA 95814  
(916) 324-9120

**Authorization:** Domestic Violence Center Act of 1977.

**Source of Funds:** Statewide Domestic Violence Assistance Program (SDVAP) (1985), federal Victims of Crime Act (VOCA) (1986), and federal Health and Human Services Family Violence Prevention and Services Act (FVPSA) (1984).

**Description:** The Domestic Violence Assistance Program is designed to maintain and/or expand comprehensive shelter-based services to victims of domestic violence and their children, based on need as demonstrated by prior service statistics, local crime statistics, current population and population projections, economic factors, and geographic and cultural factors; and to provide local assistance for the development and establishment of domestic violence services to currently unserved and underserved populations. Thirteen services are statutorily mandated: 24-hour crisis intervention; shelter; counseling; hospital, court, social services, and law enforcement advocacy; legal assistance; business center operations; emergency food and clothing; emergency transportation; and assistance in establishing new households free of abuse. All staff and volunteers providing direct services to victims must undergo a 40-hour training to meet the definition of a "domestic violence counselor."

**Funding Available:** \$6,786,778. Los Angeles County received \$1,256,040.

**Eligibility Criteria:** Applicants must be a local unit of government or nonprofit organization with an existing domestic violence program which has a record of providing effective direct services to domestic violence victims for a minimum of two years **or** an existing or newly formed community-based organization established to serve an unserved or underserved area and/or population. The primary mission of the program must be to provide comprehensive services to domestic violence victims and their children. Applicants must demonstrate the ability and commitment to meet the match requirements and to provide the thirteen (13) required services and effective use of volunteers.

**Eligible Activities: SDVAP and FVPSA:** reimbursement for direct service and administrative costs. **VOCA:** provision of services to victims of crime including, but not limited to crisis intervention, temporary shelter, support services, and court-related services.

**Match Requirements: SDVAP:** 10% cash and/or in-kind match of SDVAP funds requested. **FVPSA:** Cash and/or in-kind match of allocated funds as follows: 20% during the first year, 35% during the second year, and 50% during the third and subsequent years. Cash match must include a minimum of 25% from private non-federal sources. **VOCA:** "existing" programs (i.e., in operation for at least one year) must have at least 20% of total project cost from non-VOCA sources and "new" programs must show that at least 35% of the total project is from other sources. Match may be cash or in-kind.

**Grant Period:** Four years: July 1, 1993 to June 30, 1997.

- **STOP (Services, Training, Officers, Prosecutors) Violence Against Women in California Program**

**Contact:** Linda Luckey, Chief, (916) 324-9120  
Office of Criminal Justice Planning (OCJP)  
Sexual Assault/Domestic Violence Branch  
1130 K Street, Suite 300  
Sacramento, CA 95814

**Authorization:** Violent Crime Control and Law Enforcement Act of 1994  
(Crime Bill)

**Description:** The Violence Against Women Act reflects a firm commitment towards working to change the criminal justice system's response to violence that occurs when any woman is threatened or assaulted by someone with whom she has or has had an intimate relationship, with whom she was previously acquainted, or who is a stranger. The VAWA enumerates seven broad purposes for which funds may be used, including "developing, expanding, or improving victim services programs, including improved delivery of such services for racial, cultural, linguistic, and ethnic minorities, and the disabled, and providing specialized domestic violence court advocates." (28 CFR Part 90) Victim services includes battered women's shelters.

**Funding Available:** \$11,453,000 for FY 1996-1997.

**Eligible Applicants:** Indian tribal governments; units of local government; and nonprofit, nongovernmental victim services programs.

**Eligible Activities:** Grants may be used for 1) developing, enlarging, or strengthening victim services programs, including sexual assault and domestic violence programs; 2) developing or improving delivery of victim services to racial, cultural, ethnic, and language minorities; and 3) providing specialized domestic violence court advocates in courts where a significant number of protection orders are

granted. **Note:** to date, funds have not been used for battered women's shelters.

**Match Requirements:** Nonprofit, nongovernmental victim services programs funded through subgrants are exempt from matching requirements. All other subgrantees must provide matching funds equal to 25% of the total project cost.

**Grant Period:** One year: July 1, 1996 to June 30, 1997.

## **COUNTY ADMINISTERED**

### **COMMUNITY AND SENIOR SERVICES (formerly the Department of Community and Senior Citizens Services)**

- **Domestic Violence Shelter Program**

**Contact:** Ester Soriano  
Community and Senior Services  
3175 West Sixth Street  
Los Angeles, CA 90020  
(213) 738-2621

**Authorization:** SB 1246 (1980) as amended by SB 1330 (1982), SB 1364 (1985), and SB 5 (1993).

**Source of Funds:** Marriage license fees.

**Description:** Funds domestic violence shelter programs for direct services to victims of domestic violence. Funding priority is given to agencies whose primary focus is emergency domestic violence programming.

**Funding Available:** \$1,400,000, less 8% for administrative costs.



**Eligible Applicants:** Private, nonprofit community-based organizations and public agencies located in Los Angeles County which have provided domestic violence shelter services for at least two years.

**Eligible Activities:** Funds must be used for the operation and administration of the domestic violence emergency shelter program and the provision of the following eight required domestic violence program categories:

- 1) shelter on a 24 hour-a-day, seven days-a-week basis;
- 2) telephone staffing on a 24 hour-a-day, seven days-a-week basis to respond to crisis calls and to network with other shelter programs;
- 3) temporary housing and food facilities;
- 4) psychological support and peer counseling;
- 5) referrals to existing services in the community and follow-up on the outcome of the referrals;
- 6) a drop-in center to assist victims of domestic violence who have not yet made the decision to leave home or who have found other shelters but have a need for support services;
- 7) arrangements for school-age children to continue their education during their stay at the shelter; and
- 8) emergency transportation to any available shelter and, when appropriate, arrangement with local law enforcement for assistance in providing such transportation.

In addition to the eight services above, agencies should, to the extent possible and in conjunction with already existing community services, provide a method of obtaining the following for victims of domestic violence: 1) medical care; 2) legal assistance; 3) psychological support and counseling; 4) information regarding re-education, marriage and family counseling and training programs, housing referrals and other available services; and 5) batterers program services.

**Match Requirements:** At least 30% cash or in-kind local matching share of the total grant amount.

**Grant Period:** Three years: July 1, 1994 through June 30, 1997.

## **CITY ADMINISTERED**

### **CITY OF LOS ANGELES COMMUNITY DEVELOPMENT DEPARTMENT AND LOS ANGELES HOUSING DEPARTMENT**

- **Domestic Violence Shelter Program**

**Contacts:** Capital Grants:  
Romerol Malveaux  
Manager of Housing Services  
Los Angeles Housing Department  
400 S. Main Street, 2nd Floor  
Los Angeles, CA 90013-1311  
(213) 847-2165

Operating Grants:  
Marianita "Manet" Milner  
Senior Management Analyst  
Human Services & Neighborhood Development Division  
Community Development Department  
215 W. Sixth Street, 6th Floor  
Los Angeles, CA 90014  
(213) 485-6327

**Authorization:** In June 1994, the Los Angeles City Council adopted a motion directing "the Los Angeles Housing Department to set aside \$5 million, on an annual basis, in Community Development Block Grant or HOME Investment Partnership funds for development of new or expanding shelter facilities for women affected by domestic violence, and for operation of existing facilities; said funds to be offered through

publication of a Notice of Funding Availability...".

**Source of Funds:** Community Development Block Grant.

**Description:** The main objective of the City's Domestic Violence Shelter Program is to increase the number of emergency and transitional shelter beds and the range of supportive services available to women and their children who are affected by domestic violence. This objective is achieved through capital and/or operating grants for the expansion of existing programs and services or the creation of new programs and services. Bonus points are given to shelters that provide stays of at least ninety (90) consecutive days.

**Funding Available:** \$4 million for capital costs and \$1 million for operating costs.

**Eligible Applicants:** Private, nonprofit community-based organizations and public agencies that meet one of the following criteria:

- 1) an existing shelter-based domestic violence program which has a record of providing effective direct services to domestic violence victims for a minimum of two years;
- 2) an existing or newly formed community-based organization established to serve an unserved or underserved area and/or population that has been providing a minimum of twelve months of continuous domestic violence shelter prior to the date of submission of the proposal; or
- 3) a partnership between an experienced shelter-based domestic violence operator (as defined in 1) above) and a locally-based nonprofit service provider.

**Eligible Activities:** Projects must propose the expansion of existing programs and services or the creation of new programs and services such as creating new beds, providing access for the physically handicapped, providing shelter to families with adolescent children or reconfiguring existing space for large families. Although the

creation of new beds is a priority, funding of facility enhancements and modifications that contribute to increased services will be considered.

Eligible activities for capital grants include:

- 1) acquisition of existing buildings requiring renovation or rehabilitation;
- 2) acquisition of alternative housing facilities;
- 3) predevelopment expenses, and
- 4) renovation or rehabilitation of buildings.

Eligible activities for operating grants include:

- 1) operating expenses (e.g., rent, food, telephones, utilities, insurance, maintenance, etc.);
- 2) staffing for supportive services such as needs assessment, referrals, case management, counseling, child care, children's programs, transportation, job training and placement, housing placement assistance, legal advocacy and services, health care, mental health services, substance abuse counseling, follow-up, etc.; and
- 3) funding for any direct on-site supportive services performed through subcontracts with third party agencies in collaboration with the shelter operator.

**Match:** None.

**Grant Period:** One year: July 1, 1996 through June 30, 1997.



## **IX. CHANGES IN THE DOMESTIC VIOLENCE COMMUNITY**

The domestic violence agencies and advocates were asked if there were any changes in the system or the population that they knew of or anticipated that would influence the domestic violence response system. Some of the system changes identified were legislative changes relating to reporting, prosecutions without victim assistance, and harsher penalties for batterers; mandatory domestic violence training for judges; the filing of temporary restraining orders via facsimile; mandatory referrals from the health care system; greater agency collaboration; increased public awareness; and the increase in other services assisting domestic violence victims. One expert expressed a desire for unification of separate cases (e.g., family court, child custody) to reduce inappropriate orders (e.g., ordering unsupervised visitation when the batterer has a history of child abuse). A couple of experts mentioned that impending funding cuts and block granting might result in program closures and increased domestic violence resulting from program closures.

One of the population changes noted by the domestic violence agencies and advocates was the continuing influx of people from different countries and cultures (e.g., Asia, Russia, the Middle East, and Bosnia-Herzegovina), that is creating challenges for law enforcement and service providers and creating a need for increased cross-cultural dialogue and training, education, and language capability. One expert noted that the population will be both younger and older and that the system will have to be able to respond to them also.

## **X. FINDINGS AND RECOMMENDATIONS**

As indicated by the number of calls to domestic violence shelter hotlines and law enforcement agencies, victims of domestic violence are reaching out. While many do not seek shelter, those who are in need of safe shelter are not always able to access shelter for various reasons. The great demand for shelter may be satisfied with the doubling of shelter beds within the next year or two. But these new beds may not be able to satisfy the shelter demand if future funding will not be able to sustain these new beds; if victims with additional issues (e.g., substance abuse, mental illness, physical challenges) are not able to access shelter; if transportation to shelter is not improved; and if networking between the domestic violence shelter system, homeless shelter system and other agencies working with domestic violence victims is not enhanced. The following are some findings and recommendations resulting from the surveys and interviews conducted. The findings are not listed by priority or weight but in order of the report sections.

Finding #1: The number of domestic violence shelter beds will double from 549 to 1,339 within the next two years--645 will be crisis beds and 694 will be second stage beds. In the City of Los Angeles, crisis shelter beds will number 250 and second stage shelter beds will number 583. Because of the efforts of various public funding programs to increase shelter access and services to underserved and unserved populations, a great percentage of these new beds will be operated by agencies that have not previously received domestic violence funding, have not provided domestic violence shelter, and are not well known within the domestic violence community.

Recommendation #1: These new programs should be integrated into the domestic violence community, closely monitored, and assisted in program development. Agencies operating second stage shelters should develop protocols for outreach to potential clients exiting crisis shelters.

Finding #2: While law enforcement officers may have the desire to assist victims in locating safe shelter, they do not always have the time, knowledge, or ability to locate available shelter beds.

Recommendation #2: There is a need to acknowledge that law enforcement officers may not be the most appropriate vehicle for assisting victims in locating shelter and that a better system for assisting victims to locate safe shelter when officers are called for service needs to be developed.

Finding #3: According to the domestic violence shelter providers, almost half (46%) of the clients staying in crisis shelters located in both the City and County of Los Angeles were residents of the City of Los Angeles. Of these City residents, 60% stayed in crisis shelters located in the City of Los Angeles and 40% stayed in crisis shelters located outside the City of Los Angeles.

Recommendation #3: The City of Los Angeles should continue to fund shelters outside of the City of Los Angeles since City of Los Angeles residents seek shelter outside its city limits.

Finding #4: Emergency shelter is not only needed by women and their children fleeing abusive relationships, but also by approximately 10% of women and their children leaving domestic violence crisis shelters.

Recommendation #4: Continue funding the development and expansion of emergency shelters for victims of domestic violence.

Finding #5: Domestic violence shelter providers estimated that 56% of their clients were in need of second stage shelter as they left crisis shelter and 30% of crisis shelter clients and 24% of former crisis shelter clients viewed transitional housing as their most urgent housing need as they left emergency shelter. The projected number of crisis shelter beds that will exist in the next two years is 645. The projected number of second stage shelter beds that will exist in the next two years is 694. The ratio of emergency beds to transitional beds needed, assuming a six months length of stay,



ranges from 1 to 2 to 3.

Recommendation #5: Increase the number of second stage beds to meet the estimated need of clients leaving crisis shelters.

Finding #6: Domestic violence shelter providers estimated that 44% of their clients were in need of permanent housing when they left their shelters and that approximately 50% of their clients obtained long-term housing independent of their batterers; 57% of crisis shelter clients and 77% of former crisis shelter clients regarded long-term housing as their most urgent housing need as they left crisis shelter.

Recommendation #6: Increase the ability of victims exiting crisis shelters to obtain permanent housing through the development of permanent, affordable housing; housing placement assistance; and rental assistance.

Finding #7: Homeless shelter providers estimated that approximately 25% of the women and children staying in their shelters were homeless due to domestic violence. Eleven percent of the crisis shelter clients and 17% of the former crisis shelter clients had sought shelter at a homeless shelter at some point in the past.

Recommendation #7: Increase the networking between domestic violence shelter providers and homeless shelter providers, including the promotion of domestic violence-specific services in homeless shelters.

Finding #8: The mean average cost of providing domestic violence crisis shelter with services for one person for one night was \$51.51. The mean average cost of providing domestic violence second stage shelter with services for one person for one night was \$32.46. Approximately 73% of the funding for providing domestic violence crisis shelter and 19% of the funding for providing domestic violence second stage shelter comes from public sources. The current grants under the major public funding programs will end on June 30, 1997.

Recommendation #8: Monitor these funding programs to ensure that funding levels are not decreased. Expand fundraising efforts from the private sector.



Finding #9: Several populations of domestic violence victims appear to be underserved by domestic violence shelters (e.g., active substance users, persons with mental illness, chronically homeless persons, families with male teenagers, and male victims).

Recommendation #9: Domestic violence shelter programs should address how they intend to serve these underserved populations when seeking funding.

The following findings were inconclusive and require further study in order to obtain a more complete understanding of the domestic violence shelter system.

Finding #10: Although none of the shelter providers reported monolingual or cultural factors as an issue effecting the types of victims served, the majority of the non-shelter domestic violence agencies and advocates ranked monolingual and cultural factors as a common reason for victims not being able to access shelter and approximately 17% of the crisis shelter client survey respondents who were women of color had not stayed at a particular shelter because the shelter staff was not ethnically diverse.

Recommendation #10: Further explore whether monolingual and culturally diverse victims have difficulty accessing crisis shelter.

Finding #11: Although the lack of shelter facilities and beds were the primary reasons cited by domestic violence shelter providers, domestic violence emergency shelter clients, and domestic violence agencies and advocates for victims not being able to access shelter, the most recent average annual vacancy rate in the surveyed crisis shelters was 28%.

Recommendation #11: Further examine why victims are not able to access available shelter beds.

Finding #12: Lack of transportation to shelter was ranked by the domestic violence agencies and advocates as an important reason victims were not able to access shelter even though all the crisis shelters reported that they provided transportation

and were required to provide emergency transportation to their shelters or make arrangements with local law enforcement for assistance in providing such transportation pursuant to their county grants. Although most of the domestic violence shelters had some level of coordination with local law enforcement agencies to ensure effective response to calls for assistance, many shelters did not have arrangements with local law enforcement for assistance in providing emergency transportation to their shelters.

Recommendation #12: Determine why shelters are not able to provide emergency transportation to their shelters and why they do not have arrangements with local law enforcement to assist in providing emergency transportation.

Finding #13: Lack of available intake to shelter was ranked by a majority of the non-shelter agencies and advocates as one of the top reasons for domestic violence victims not being able to access crisis shelter even though a majority of the shelters had intake 24 hours a day.

Recommendation #13: Further study the intake shelter process, especially during the evening hours and weekends.

Finding #14: Domestic violence agencies and advocates and domestic violence shelter providers are divided on the need for HUB centers.

Recommendation #14: Because accessing an available crisis shelter bed is not always possible, it may be worthwhile to further investigate the need for the HUB center model.

Finding #15: The percentage of available beds in the City of Los Angeles (38%) approximated the percentage of callers to shelter hotlines from the City of Los Angeles (35%) and the percentage of the population that resided in the City of Los Angeles (39%), but was 50% more than the number of callers that were referred to shelters located in the City of Los Angeles (18%).

Recommendation #15: Further study why victims are not being referred to shelters in the City of Los Angeles even though beds appear to be available.

Finding #16: The percentage of callers to domestic violence shelter hotlines that were initially requesting shelter (31%) was more than 2 1/2 times greater than the LAPD's estimated need for shelter and 11% more than the estimated need noted in the domestic violence literature.

Recommendation #16: Further study the apparent discrepancy between the number of requests for shelter and the perceived need for shelter to determine the need for additional shelter.

## **XI. APPENDIX**

### **A. List of Agencies and Individuals Surveyed and Interviewed:**

#### Domestic Violence Shelters

1736 Family Crisis Center  
Antelope Valley Domestic Violence Council Valley Oasis Shelter  
Center for the Pacific Asian Family, Inc.  
Chicana Service Action Center  
Good Shepherd Shelter of Los Angeles  
Haven Hills, Inc.  
Haven House  
House of Ruth, Inc.  
Jenesse Center, Inc.  
Ocean Park Community Center Sojourn Services for Battered Women and Their Children  
Rainbow Services, Ltd.  
San Gabriel Valley YWCA WINGS  
Su Casa Family Crisis and Support Center  
Women and Children's Crisis Shelter, Inc.  
WomenShelter of Long Beach  
YWCA of Glendale, The Domestic Violence Project

#### Domestic Violence Agencies and Advocates

Court Watch  
Los Angeles City Attorney's Office  
Los Angeles City Commission on the Status of Women  
Los Angeles Commission on Assaults Against Women  
Los Angeles County Commission for Women  
Los Angeles County Department of Children's and Family Services  
Los Angeles County Department of Mental Health  
Los Angeles County Department of Public Social Services  
Los Angeles County Domestic Violence Council  
Los Angeles County Sheriff's Department  
Los Angeles Police Department  
Project Peacemakers



## Homeless Shelters

Alcoholism Center for Women  
California Council for Veteran Affairs, Steps Beyond Shelter  
Catholic Charities Good Shepherd Center for Homeless Women  
Compton Welfare Rights Shelter for Women and Children  
Didi Hirsch Community Mental Health Center, Via Avanta  
Harbor Interfaith Shelter  
House of Ruth Los Angeles  
Jewish Family Services, Gramercy Place Shelter  
L.A. Family Housing, Chernow House and Valley Shelter  
Low Income Elderly United Community Action Program  
Lutheran Social Services  
Parents of Watts  
Pomona Inland Valley Council of Churches, Our House  
Rio Hondo Temporary Home  
Salvation Army, Santa Fe Springs Transitional Living Center  
Union Rescue Mission, Bethel Haven Family Together Program  
Union Station Foundation  
Watts Labor Community Action Committee

## B. 1. DOMESTIC VIOLENCE SHELTER PROVIDER SURVEY

The City of Los Angeles has commissioned a report on Domestic Violence (DV) emergency and transitional housing shelter needs. The following questions regarding your shelter services will be used to prepare the report.

Date \_\_\_\_\_  
Agency Name \_\_\_\_\_  
Program Name \_\_\_\_\_  
Agency Contact \_\_\_\_\_ Title \_\_\_\_\_  
Phone ( ) \_\_\_\_\_ - \_\_\_\_\_  
Zip Code or Census Tract \_\_\_\_\_

### 1. Program Information

- a. Type of shelter: \_\_\_\_ Emergency \_\_\_\_ Transitional Housing
- b. Number of beds in the program \_\_\_\_\_
- c. Number of beds for: women \_\_\_\_ children \_\_\_\_ men \_\_\_\_ N/A \_\_\_\_\_
- d. Maximum length of stay \_\_\_\_\_ days
- e. Average length of stay \_\_\_\_\_ days
- f. Structure type: \_\_\_\_ single family home/number of bedrooms \_\_\_\_  
\_\_\_\_ apartments/number of units \_\_\_\_  
other \_\_\_\_\_
- g. Does the agency own or lease the property? own \_\_\_\_ lease \_\_\_\_  
other (describe) \_\_\_\_\_  
If own, is there any debt on the property and how much? \_\_\_\_\_  
If lease, is the agency interested in purchasing the property?  
yes \_\_\_\_ no \_\_\_\_
- h. Is your shelter licensed as a room and board? yes \_\_\_\_ no \_\_\_\_ If so, do you charge a fee to cover operating costs? yes \_\_\_\_ no \_\_\_\_
- i. Do you keep a log of telephone calls that records the content of each call and what information and referrals were given? yes \_\_\_\_ no \_\_\_\_

- j. Do you keep a house log that includes house count, room location of each resident, weekly house management tasks, minutes of house meeting? yes \_\_\_\_ no \_\_\_\_
- k. Ideally, what is the optimal number of persons that should reside in a facility? \_\_\_\_\_

## 2. Vacancy

a. What percentage of victims/households seeking shelter at your facility are not able to access your shelter? \_\_\_\_\_

b. What are the percentages of the following reasons for victims not being able to access your shelter?

No available beds \_\_\_\_\_ Services not available for person \_\_\_\_\_

Physical barriers: not ADA accessible \_\_\_\_ shared spaces inappropriate \_\_\_\_\_

Other \_\_\_\_\_

c. What is the average number of unduplicated DV victims not able to access your shelter: each night \_\_\_\_ each month \_\_\_\_ over the course of 1 year \_\_\_\_

d. What are the vacancy rates for the past 12 months:

Dec 94 \_\_\_\_ Jan 95 \_\_\_\_ Feb 95 \_\_\_\_ Mar 95 \_\_\_\_

Apr 95 \_\_\_\_ May 95 \_\_\_\_ Jun 95 \_\_\_\_ Jul 95 \_\_\_\_

Aug 95 \_\_\_\_ Sep 95 \_\_\_\_ Oct 95 \_\_\_\_ Nov 95 \_\_\_\_

e. How did you calculate these vacancy rates?

f. When is vacancy the highest and the lowest? (H or L)

Before Christmas \_\_\_\_ Summer \_\_\_\_\_

After Christmas \_\_\_\_\_ Fall \_\_\_\_\_

Before holidays \_\_\_\_\_ Winter \_\_\_\_\_

After holidays \_\_\_\_\_ Spring \_\_\_\_\_

No variation \_\_\_\_\_ Other \_\_\_\_\_

### 3. Types of Victims Served by the Program

a. Which of the following does your shelter program **not** serve?

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| 1) Single women _____               | 11) Chronic homeless _____         |
| 2) Pregnant women _____             | 12) Mentally Ill _____             |
| 3) Women w/ infants (<1yr) _____    | 13) Active Substance Abuser _____  |
| 4) Large families (>3) _____        | 14) PLWA _____                     |
| 5) Families w/ male teenagers _____ | 15) Developmentally Disabled _____ |
| 6) Male victims _____               | 16) Non-ambulatory _____           |
| 7) Same sex victims _____           | 17) Hearing impaired _____         |
| 8) Seniors _____                    | 18) Sight impaired _____           |
| 9) Minors _____                     | 19) Other (describe) _____         |
| 10) Monolingual _____               | _____                              |

b. Does your program target any specific population?    yes \_\_\_\_\_    no \_\_\_\_\_

Which ones?

c. Do you have to limit services to any of the populations that you serve?

yes \_\_\_\_\_    no \_\_\_\_\_    Why?

d. Where do you refer persons not served by your program?



e. What do you think becomes of these populations not served by your program (e.g., on the streets, in the homeless system, poorly served)?

f. Can any victim stay at the shelter regardless of income?    yes \_\_\_\_    no \_\_\_\_

g. Do you limit shelter to certain types of victims (i.e., only those suffering physical abuse or who are in imminent danger)?                    yes \_\_\_\_    no \_\_\_\_

Please explain:

h. What percentage of your clients are from the City of Los Angeles? \_\_\_\_\_ %

#### 4. Program Services

a. Which of the following services do you provide on-site and which do you refer off-site?

	onsite/refer		onsite/refer
1) Food/Meals	____ ____	14) Public Benefits Assist	____ ____
2) Clothing	____ ____	15) Legal Services	____ ____
3) Transportation	____ ____	16) Medical Care	____ ____
4) Case Mgmt.	____ ____	17) Mental Health Svcs	____ ____
5) Follow-up	____ ____	18) Drug Recovery	____ ____
6) Phone Couns.	____ ____	19) Alcohol Recovery	____ ____
7) Ind. Counseling	____ ____	20) Parenting Classes	____ ____
8) Family Couns.	____ ____	21) Life Skills Classes	____ ____
9) Group Support	____ ____	22) Job Training	____ ____
10) Child care	____ ____	23) Job Placement	____ ____
11) Children's Svcs	____ ____	24) GED/H.S. Diploma	____ ____
12) Child Advocacy	____ ____	25) Hsg Placement Assist	____ ____
13) Schooling	____ ____	26) Legal/Social Advocacy	____ ____

Other (describe) \_\_\_\_\_

b. Are these services linguistically and culturally appropriate? \_\_\_\_\_ yes \_\_\_\_\_ no

Please explain:

c. Are staff available 24 hours a day? yes \_\_\_\_\_ no \_\_\_\_\_

d. What are your hours of intake? \_\_\_\_\_

e. Which of the above on-site services are **not** provided by your agency?

f. Which agencies provide these services and what type of agreement do you have with the agency to provide these services?

g. Where are clients referred to for the above **off-site** services?

h. What type of relationship/agreement do you generally have with the agencies providing these **off-site** services?

MOU \_\_\_\_\_%      Verbal agreement \_\_\_\_\_%      No agreement \_\_\_\_\_%

Other \_\_\_\_\_

i. Which of the above services need to be **on-site** and why?

j. Which of the above services can be **off-site** and why?

k. What type of follow-up do you have and how often?

phone call \_\_\_\_\_ how often? \_\_\_\_\_

letter \_\_\_\_\_ how often? \_\_\_\_\_

home visit \_\_\_\_\_ how often? \_\_\_\_\_

l. Are any of your program services still available to women after they leave your shelter? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, which ones? \_\_\_\_\_

For how long? \_\_\_\_\_

Is there a charge? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, how much? \_\_\_\_\_

Are shelter residents advised of these services? yes \_\_\_\_\_ no \_\_\_\_\_

m. In your opinion, which of the above services, or other services, need to be provided in an Emergency Shelter program and why?

In a Transitional Housing program and why?

## 5. Linkages and Coordination

a. What percentage of your referrals are from the following?

Your Agency hotline \_\_\_\_ Other DV hotline \_\_\_\_ County DV hotline \_\_\_\_

INFO LINE \_\_\_\_ Law enforcement \_\_\_\_ health professionals \_\_\_\_

schools \_\_\_\_ City Atty \_\_\_\_ DPSS \_\_\_\_ DCFS \_\_\_\_

Social service agencies \_\_\_\_ Homeless agencies \_\_\_\_

Other \_\_\_\_\_

b. Does your agency network with homeless shelters in promoting DV-specific services in homeless shelters? yes \_\_\_\_ no \_\_\_\_ Which ones?

## 6. Program Effectiveness

a. What percentage of clients complete your shelter program over the course of one (1) year (i.e., clients who do not drop-out of the program)? \_\_\_\_ %

b. What percentage of clients obtain employment or income? \_\_\_\_

c. What percentage of clients obtain long-term housing independent of their batterer? \_\_\_\_

d. What percentage of clients return to the abusive relationship? \_\_\_\_

e. What percentage of clients return to the abusive relationship because of the following reasons? ( Does not have to equal 100% since may be > 1 reason)

emotional/psychological \_\_\_\_ lack of long-term housing \_\_\_\_

not ready for independent living \_\_\_\_

lack of income/employment \_\_\_\_ lack of transportation \_\_\_\_

lack of child care \_\_\_\_ cultural \_\_\_\_ religious \_\_\_\_

f. What percentage become homeless? \_\_\_\_

g. Can clients come to your shelter more than once? yes \_\_\_\_ no \_\_\_\_

h. If yes, how many times, on average, do they return? \_\_\_\_



i. On average, what is the change in abuse when their abuser learns of their shelter use?      Increase \_\_\_\_      Decrease \_\_\_\_      No change \_\_\_\_

j. What is the average number of times a victim leaves her abuser before she is able to live independently of her abuser? \_\_\_\_\_

## **7. Housing Needs**

a. Do you think that there is a need for "hub centers" that provide crisis emergency shelter for a few days?    yes \_\_\_\_    no \_\_\_\_    Why or why not?

b. What percentage of your clients leaving your shelter program are in need of the following types of housing?

Emergency (<45 days) \_\_\_\_%    Transitional housing (up to 24 mths) \_\_\_\_%

Permanent \_\_\_\_%

c. What type of arrangement, if any, do you have with transitional housing providers for clients leaving your emergency shelter?

## **8. Safety and Security**

a. What type of security does your shelter have:

none\_\_\_\_    cameras \_\_\_\_    door alarms \_\_\_\_    window alarms \_\_\_\_

electronic security system\_\_\_\_    intercom system\_\_\_\_    panic buttons\_\_\_\_

exterior flood lighting\_\_\_\_    clear sight lines \_\_\_\_

full-time guard \_\_\_\_    part-time guard \_\_\_\_

other \_\_\_\_\_

- b. Is the shelter location totally confidential? (P.O. Box only)    yes\_\_\_\_\_ no \_\_\_\_\_
- c. Is the shelter location partially confidential? (i.e., published address, but address not given to batterer)    yes \_\_\_\_\_ no \_\_\_\_\_
- d. If partially confidential, to whom can the shelter location be disclosed?
- e. If this is a TH program, how do you balance the need for shelter confidentiality with the residents' need for independence?
- f. Is there coordination between the shelter and the local police station to ensure effective police response to calls for assistance?    yes \_\_\_\_\_ no \_\_\_\_\_  
If yes, please describe?
- g. Do you think that domestic violence shelters should be near police stations or other public safety agencies?    yes \_\_\_\_\_ no \_\_\_\_\_    Why or why not?
- h. While at the shelter, do clients have "safety plans" in place?    yes \_\_\_\_\_ no \_\_\_\_\_  
    For home?    yes \_\_\_\_\_ no \_\_\_\_\_      For work?    yes \_\_\_\_\_ no \_\_\_\_\_  
    Other places?    yes \_\_\_\_\_ no \_\_\_\_\_
- i. Do clients have safety plans in place when they leave the shelter?  
    yes \_\_\_\_\_ no \_\_\_\_\_

9. Funding Sources

a. What percentage of your operating funds are public and private?

Public \_\_\_\_ % Private \_\_\_\_ %

b. Which of the following funding sources have you accessed for capital costs?

CDBG \_\_\_\_ HOME \_\_\_\_ ESG \_\_\_\_ EHAP \_\_\_\_ BWSP \_\_\_\_

Other \_\_\_\_\_

c. What type of funding sources have you accessed over the last year for operating costs?

	<u>Program</u>	<u>Amount</u>	<u>% for Shelter</u>
--	----------------	---------------	----------------------

Federal

State

County

City

Private Foundations

Donations

Fundraisers

d. What is your total annual shelter operating budget? \$ \_\_\_\_\_

e. What is the average cost per person for one day of shelter, including food and services? \$ \_\_\_\_\_

(i.e., Budget ÷ (# beds x occupancy x 365 days))

## **Documents to Request**

- \_\_\_\_\_ Brochure
- \_\_\_\_\_ Annual Shelter Operating Budget
- \_\_\_\_\_ Telephone/Hotline Log
- \_\_\_\_\_ Intake Form(s)
- \_\_\_\_\_ Shelter Rules
- \_\_\_\_\_ Grievance Procedures
- \_\_\_\_\_ Safety Plans



## B. 2. DOMESTIC VIOLENCE HOTLINE SURVEY

Agency Code: \_\_\_\_\_

1. Date \_\_\_\_/\_\_\_\_/\_\_\_\_
2. Time \_\_\_\_\_ a.m./ p.m.
3. Zip code caller calling from \_\_\_\_\_
4. Language spoken by caller \_\_\_\_\_
5. Services caller initially requesting?  
shelter \_\_\_\_ food \_\_\_\_ clothing \_\_\_\_ information \_\_\_\_ referrals \_\_\_\_  
crisis counseling \_\_\_\_ individual counseling \_\_\_\_ group support \_\_\_\_  
legal services \_\_\_\_ housing assistance \_\_\_\_ financial assistance \_\_\_\_  
batterers' treatment \_\_\_\_ other (describe) \_\_\_\_\_
6. Services caller provided (P) or referred to (R)?  
shelter \_\_\_\_ food \_\_\_\_ clothing \_\_\_\_ crisis counseling \_\_\_\_  
individual counseling \_\_\_\_ group support \_\_\_\_ legal services \_\_\_\_  
housing assistance \_\_\_\_ financial assistance \_\_\_\_ batterers' treatment \_\_\_\_  
other (describe) \_\_\_\_\_
7. Zip code of shelter where the caller was referred to: 9 \_\_\_\_\_
8. Caller referred to: DV shelter \_\_\_\_ Homeless shelter \_\_\_\_
9. Caller not seeking shelter because:  
\_\_\_\_ Does not feel situation is serious or dangerous  
\_\_\_\_ Not emotionally ready to leave abusive relationship  
\_\_\_\_ Not willing to leave possessions and/or pets  
\_\_\_\_ Not ready to enter shelter program  
\_\_\_\_ Developing plan so will not leave abusive relationship in crisis  
\_\_\_\_ Already safely sheltered  
\_\_\_\_ Not currently in abusive relationship but in need of support  
\_\_\_\_ Other \_\_\_\_\_

### B.3. DOMESTIC VIOLENCE SHELTER CLIENT SURVEY

Agency Code\_\_\_\_\_

The City of Los Angeles has commissioned a report on Domestic Violence (DV) emergency and transitional housing shelters. The following questions regarding your shelter experience will be used to compile the report. **This survey is absolutely confidential. No names will be requested. You do not have to answer any questions that you do not want to.**

Interview Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Interviewer (if applicable): \_\_\_\_\_

Shelter Zip Code: 9\_\_\_\_\_

#### 1. Client Demographics

- a. Gender: Female\_\_\_\_ Male\_\_\_\_
- b. Age: < 18\_\_\_\_ 18-30\_\_\_\_ 31-40\_\_\_\_ 41-50\_\_\_\_  
50-65\_\_\_\_ >65\_\_\_\_
- c. Ethnicity/race: Am. Indian\_\_\_\_ Asian/Pacific Islander\_\_\_\_  
White\_\_\_\_ African American\_\_\_\_ Latina\_\_\_\_  
Other (describe)\_\_\_\_\_
- d. Education: < 8th Grade\_\_\_\_ <12th Grade/GED\_\_\_\_  
12th Grade/GED\_\_\_\_ Some College\_\_\_\_ College Degree\_\_\_\_  
Advanced Degree\_\_\_\_
- e. Marital status: Single (Never married)\_\_\_\_ Married\_\_\_\_  
Separated\_\_\_\_ Divorced\_\_\_\_ Widowed\_\_\_\_
- f. Military Service: yes\_\_\_\_ no\_\_\_\_
- g. Employment: none\_\_\_\_ full-time\_\_\_\_ part-time\_\_\_\_
- h. Public Assistance currently receiving: none\_\_\_\_ AFDC\_\_\_\_  
GR\_\_\_\_ SSI\_\_\_\_ Food Stamps only\_\_\_\_
- i. Number of children living with you at the shelter: Female\_\_\_\_ Male\_\_\_\_
- j. Zip Code of your last home: \_\_\_\_\_

k. How recent is the abuse from which you are seeking shelter or services?

<24 hrs\_\_\_\_ 1-7 days\_\_\_\_ 8-30 days\_\_\_\_ >30 days\_\_\_\_

l. Type of abuse (can check more than 1): Physical\_\_\_\_ Sexual\_\_\_\_

Psychological\_\_\_\_ Verbal\_\_\_\_

m. Type of physical abuse (can check more than 1):

slapping\_\_\_\_ punching\_\_\_\_ kicking\_\_\_\_ choking\_\_\_\_

throwing\_\_\_\_ thrown objects\_\_\_\_ rape\_\_\_\_ knife\_\_\_\_ gun\_\_\_\_

cigarette burn\_\_\_\_ other (describe)\_\_\_\_\_

n. How often were you abused during the last 6 months?\_\_\_\_\_

o. How long were you in the abusive relationship?

< 1 mth\_\_\_\_ 2 mths - 1 yr\_\_\_\_ 2-4 yrs\_\_\_\_ >5 yrs\_\_\_\_

## 2. Psychological History

a. Have you ever experienced, received counseling/treatment (TX) for, or been hospitalized for, any of the following:

mental illness: experienced\_\_\_\_ counseling/TX\_\_\_\_ hospitalization\_\_\_\_

depression: experienced\_\_\_\_ counseling/TX\_\_\_\_ hospitalization\_\_\_\_

suicidal thoughts: experienced\_\_\_\_ counseling/TX\_\_\_\_ hospitalization\_\_\_\_

attempted suicide: experienced\_\_\_\_ counseling/TX\_\_\_\_ hospitalization\_\_\_\_

substance misuse: experienced\_\_\_\_ counseling/TX\_\_\_\_ hospitalization\_\_\_\_

## 3. Domestic Violence Hotlines

a. Have you ever called a domestic violence hotline? yes\_\_\_\_ no\_\_\_\_

b. How many times have you called a DV hotline?\_\_\_\_\_

c. If you have called the same hotline more than once, are they familiar with you and your situation? yes\_\_\_\_ no\_\_\_\_

d. Are you able to speak to the same person each time? yes\_\_\_\_ no\_\_\_\_

e. Do you feel that you were helped when you called the hotline? yes\_\_\_\_ no\_\_\_\_

Why or why not?

#### 4. Non Domestic Violence Shelter Experience

- a. Have you ever sought shelter at a homeless shelter?    yes\_\_\_\_\_    no\_\_\_\_\_
- b. If yes, why did you go there instead of a domestic violence shelter?
- c. How many times have you sought shelter at a homeless shelter? \_\_\_\_\_
- d. Where did you go after leaving the homeless shelter?

#### 5. Domestic Violence Shelter Experience

- a. If you left your partner in the past because of abuse, how many times have you sought emergency shelter with the following ?
- family\_\_\_\_\_    friend\_\_\_\_\_    hotel/motel\_\_\_\_\_
- DV shelter\_\_\_\_\_    homeless shelter\_\_\_\_\_
- other (describe)\_\_\_\_\_
- b. How many times have you sought shelter at a domestic violence shelter? \_\_\_\_\_
- c. Did the level of violence change because your batterer learned that you went to a DV shelter?    increased\_\_\_\_\_    decreased\_\_\_\_\_    no change\_\_\_\_\_
- d. Have you ever been turned away from a domestic violence shelter?
- yes\_\_\_\_\_    no\_\_\_\_\_
- If yes, what was the reason given?

Where did you go after being turned away?



- e. Do you ever feel that putting up with the abuse is better than becoming homeless?  
yes\_\_\_\_\_ no\_\_\_\_\_
- f. Is this the closest domestic violence shelter from the place where you were living  
with your batterer? yes\_\_\_\_\_ no\_\_\_\_\_ don't know\_\_\_\_\_
- g. Who referred you to this domestic violence shelter?  
family\_\_\_\_\_ friend\_\_\_\_\_ police\_\_\_\_\_ welfare office\_\_\_\_\_  
children's services\_\_\_\_\_ school\_\_\_\_\_ clergy\_\_\_\_\_ health professional\_\_\_\_\_  
other (describe)\_\_\_\_\_
- h. Why did you come to this particular shelter (e.g., had an available bed, liked staff)?
- i. If you are a woman of color, did you not stay at a particular shelter because the  
shelter staff was not ethnically diverse? yes\_\_\_\_\_ no\_\_\_\_\_ Why?

## 6. Program Effectiveness

- a. Do you feel that the shelter's services are helping you to gain information to avoid being in an abusive relationship in the future? yes\_\_\_\_ no\_\_\_\_ don't know\_\_\_\_
- b. Do you feel that the shelter's services are helping you to live independently of your abuser? yes \_\_\_\_ no \_\_\_\_ don't know \_\_\_\_
- c. Which of the following services do you feel helped you the most? (Pick 5 and number 1-5 with 1 being the most helpful)

- |                           |                                  |
|---------------------------|----------------------------------|
| 1) Food/Meals _____       | 14) Public Benefits Assist _____ |
| 2) Clothing _____         | 15) Legal Services _____         |
| 3) Transportation _____   | 16) Medical Care _____           |
| 4) Case Mgmt. _____       | 17) Mental Health Svcs _____     |
| 5) Follow-up _____        | 18) Drug Recovery _____          |
| 6) Phone Couns. _____     | 19) Alcohol Recovery _____       |
| 7) Ind. Counseling _____  | 20) Parenting Classes _____      |
| 8) Family Couns. _____    | 21) Life Skills Classes _____    |
| 9) Group Support _____    | 22) Job Training _____           |
| 10) Child care _____      | 23) Job Placement _____          |
| 11) Children's Svcs _____ | 24) GED/H.S. Diploma _____       |
| 12) Child Advocacy _____  | 25) Placement Assist _____       |
| 13) School _____          | 26) Legal/Social Advocacy _____  |
| Other (describe) _____    |                                  |

d. Do you plan on returning to your partner when you leave the shelter?

yes\_\_\_\_\_ no\_\_\_\_\_

If yes, which of the following reasons apply? (Can choose more than one)

\_\_\_\_\_ Partner changed and will no longer be abusive

\_\_\_\_\_ Do not want to disrupt or end marriage/family unit because of value placed on marriage/family unit

\_\_\_\_\_ Not emotionally/psychologically ready to leave batterer

\_\_\_\_\_ No source of income

\_\_\_\_\_ Lack of housing

\_\_\_\_\_ Not ready to live independently

\_\_\_\_\_ Cultural reasons

\_\_\_\_\_ Religious reasons

\_\_\_\_\_ Other (describe) \_\_\_\_\_

e. If this is a transitional housing program, do you feel that the program is helping you to be able to live independent of your batterer? yes\_\_\_\_\_ no\_\_\_\_\_ don't know\_\_\_\_\_

Why or why not?

## 7. Housing Needs

a. What was your most urgent housing need when you first came to this shelter?

emergency shelter\_\_\_\_\_ transitional housing\_\_\_\_\_ long-term housing\_\_\_\_\_

b. What is your most urgent housing need now?

emergency shelter\_\_\_\_\_ transitional housing\_\_\_\_\_ long-term housing\_\_\_\_\_

## B. 4. FORMER DOMESTIC VIOLENCE SHELTER CLIENT SURVEY

Agency Code\_\_\_\_\_

The City of Los Angeles has commissioned a report on Domestic Violence (DV) emergency and transitional housing shelters. The following questions regarding your shelter experience will be used to compile the report. **This survey is absolutely confidential. No names will be requested. You do not have to answer any questions that you do not want to.**

Interview Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Interviewer (if applicable): \_\_\_\_\_

Shelter Zip Code: 9\_\_\_\_\_

How long has it been since you stayed in a domestic violence shelter?

<3 mths \_\_\_\_    4 mths to 1 yr \_\_\_\_    1 yr to 3 yrs \_\_\_\_    3 yrs to 5 yrs \_\_\_\_  
>5 yrs \_\_\_\_

### 1. Client Demographics

a. Gender: Female\_\_\_\_ Male\_\_\_\_

b. Age:     < 18\_\_\_\_     18-30\_\_\_\_     31-40\_\_\_\_     41-50\_\_\_\_  
              50-65\_\_\_\_     >65\_\_\_\_

c. Ethnicity/race: Am. Indian\_\_\_\_ Asian/Pacific Islander\_\_\_\_  
                      White\_\_\_\_ African American\_\_\_\_ Latina\_\_\_\_  
                      Other (describe)\_\_\_\_\_

d. Educational level:   < 8th Grade\_\_\_\_   <12th Grade/GED\_\_\_\_  
                              12th Grade/GED\_\_\_\_   Some College\_\_\_\_   College Degree\_\_\_\_  
                              Advanced Degree\_\_\_\_

e. Marital status:   Single (Never married)\_\_\_\_   Married\_\_\_\_  
                          Separated\_\_\_\_   Divorced\_\_\_\_   Widowed\_\_\_\_

f. Military Service:        yes\_\_\_\_        no\_\_\_\_

g. Employment: none\_\_\_\_   full-time\_\_\_\_   part-time\_\_\_\_



- h. Public Assistance currently receiving: none\_\_\_\_\_ AFDC\_\_\_\_\_
- GR\_\_\_\_\_ SSI\_\_\_\_\_ Food Stamps only\_\_\_\_\_
- i. Number of children who were living with you at the shelter:
- Female\_\_\_\_\_ Male\_\_\_\_\_
- j. How long were you in the most recent abusive relationship?
- < 1 mth\_\_\_\_\_ 2 mths - 1 yr\_\_\_\_\_ 2-4 yrs\_\_\_\_\_ >5 yrs\_\_\_\_\_

## 2. Psychological History

- a. Have you ever experienced, received counseling/treatment (TX) for, or been hospitalized for, any of the following:

mental illness:	experienced_____	counseling/TX_____	hospitalization_____
depression:	experienced_____	counseling/TX_____	hospitalization_____
suicidal thoughts:	experienced_____	counseling/TX_____	hospitalization_____
attempted suicide:	experienced_____	counseling/TX_____	hospitalization_____
substance misuse:	experienced_____	counseling/TX_____	hospitalization_____

## 3. Domestic Violence Hotlines

- a. Have you ever called a domestic violence hotline? yes\_\_\_\_\_ no\_\_\_\_\_
- b. How many times have you called a domestic violence hotline?\_\_\_\_\_
- c. If you have called the same hotline more than once, are they familiar with you and your situation? yes\_\_\_\_\_ no\_\_\_\_\_
- d. Are you able to speak to the same person each time? yes\_\_\_\_\_ no\_\_\_\_\_
- e. Do you feel that you were helped when you called the hotline? yes\_\_\_\_\_ no\_\_\_\_\_
- Why or why not?

#### 4. Non Domestic Violence Shelter Experience

- a. Have you ever sought shelter at a homeless shelter?    yes\_\_\_\_\_    no\_\_\_\_\_
- b. If yes, why did you go there instead of a domestic violence shelter?

- c. How many times have you sought shelter at a homeless shelter? \_\_\_\_\_
- d. Where did you go after leaving the homeless shelter?

#### 5. Domestic Violence Shelter Experience

- a. If you left your partner in the past because of abuse, how many times did you seek shelter with the following?
- family\_\_\_\_\_    friend\_\_\_\_\_    hotel/motel\_\_\_\_\_
- DV shelter\_\_\_\_\_    homeless shelter\_\_\_\_\_
- other (describe)\_\_\_\_\_
- b. How many times have you sought shelter at a domestic violence shelter? \_\_\_\_\_
- c. Did the level of violence change because your batterer learned that you went to a DV shelter?    increased\_\_\_\_\_    decreased\_\_\_\_\_    no change\_\_\_\_\_
- d. Have you ever been turned away from a domestic violence shelter?
- yes\_\_\_\_\_    no\_\_\_\_\_
- If yes, what was the reason given?

Where did you go after being turned away?

- e. Did you ever feel that putting up with the abuse was better than becoming homeless?      yes\_\_\_\_\_      no\_\_\_\_\_
- f. If you are a woman of color, did you not stay at a particular shelter because the shelter staff was not ethnically diverse?    yes\_\_\_\_\_      no\_\_\_\_\_      Why?

## 6. Program Effectiveness

- a. Do you feel that the shelter's services helped you to gain information to avoid being in abusive relationships?    yes\_\_\_\_\_      no\_\_\_\_\_      don't know\_\_\_\_\_
- b. Do you feel that the shelter's services helped you to live independently of your abuser?      yes \_\_\_\_\_      no \_\_\_\_\_      don't know \_\_\_\_\_
- c. Which of the following services do you feel helped you the most? (Pick 5 and number 1-5 with 1 being the most helpful)

- |                           |                                  |
|---------------------------|----------------------------------|
| 1) Food/Meals _____       | 14) Public Benefits Assist _____ |
| 2) Clothing _____         | 15) Legal Services _____         |
| 3) Transportation _____   | 16) Medical Care _____           |
| 4) Case Mgmt. _____       | 17) Mental Health Svcs _____     |
| 5) Follow-up _____        | 18) Drug Recovery _____          |
| 6) Phone Couns. _____     | 19) Alcohol Recovery _____       |
| 7) Ind. Counseling _____  | 20) Parenting Classes _____      |
| 8) Family Couns. _____    | 21) Life Skills Classes _____    |
| 9) Group Support _____    | 22) Job Training _____           |
| 10) Child care _____      | 23) Job Placement _____          |
| 11) Children's Svcs _____ | 24) GED/H.S. Diploma _____       |
| 12) Child Advocacy _____  | 25) Placement Assist _____       |
| 13) School _____          | 26) Legal/Social Advocacy _____  |
| Other (describe) _____    |                                  |

d. Did you return to your partner when you left the shelter?

yes\_\_\_\_\_ no\_\_\_\_\_

If yes, which of the following reasons applied? (Can choose more than one)

\_\_\_\_\_ Partner changed and will no longer be abusive

\_\_\_\_\_ Do not want to disrupt or end marriage/family unit because of value placed on marriage/family unit

\_\_\_\_\_ Not emotionally/psychologically ready to leave batterer

\_\_\_\_\_ No source of income

\_\_\_\_\_ Lack of housing

\_\_\_\_\_ Not ready to live independently

\_\_\_\_\_ Cultural reasons

\_\_\_\_\_ Religious reasons

\_\_\_\_\_ Other \_\_\_\_\_

e. If you were in a transitional housing program, do you feel that the program helped you to live independently of your batterer? yes\_\_\_\_\_ no\_\_\_\_\_ don't know\_\_\_\_\_

Why or why not?

## 7. Housing Needs

a. What was your most urgent housing need when you first came to the domestic violence shelter?

emergency shelter\_\_\_\_\_ transitional housing\_\_\_\_\_ long-term housing\_\_\_\_\_

b. What was your most urgent housing need when you left the domestic violence shelter?

emergency shelter\_\_\_\_\_ transitional housing\_\_\_\_\_ long-term housing\_\_\_\_\_



## B. 5. NON DOMESTIC VIOLENCE SHELTER SURVEY

Agency \_\_\_\_\_

Contact \_\_\_\_\_

Phone (         ) \_\_\_\_\_

1. Do you ask your clients what the cause of their homelessness is?

yes \_\_\_\_\_ no \_\_\_\_\_

2. What percentages of women and children staying at your shelter over the last year were homeless due to the following reasons? (can have >1 reason and can equal >100%)

loss of income/job \_\_\_\_\_ %

eviction \_\_\_\_\_ %

domestic violence \_\_\_\_\_ %

unknown \_\_\_\_\_

other \_\_\_\_\_ % (describe) \_\_\_\_\_

3. During the intake/history process, do you ask about domestic violence (e.g., have you ever been physically, sexually, or emotionally abused by a male partner)? yes \_\_\_\_\_ no \_\_\_\_\_

4. If a woman is fleeing an abusive relationship, can she and/or her children stay at the shelter? yes \_\_\_\_\_ no \_\_\_\_\_

If no, where do you refer her and/or her family?

5. What percentage of women staying in your shelter over the last year were fleeing a domestic violence situation? \_\_\_\_\_ % \_\_\_\_\_ don't know

6. Do you network with domestic violence shelters? yes \_\_\_\_\_ no \_\_\_\_\_

If yes, which ones?

7. Do you provide DV-specific services for battered women and their children? yes \_\_\_\_\_ no \_\_\_\_\_

If yes, what services?

We are also interested in the effect of recent legislation limiting AFDC Homeless Assistance to once in a lifetime.

1) What percentage of your operating budget comes from fees collected from AFDC HAP Temporary Assistance?

0%\_\_\_\_\_ 5-9%\_\_\_\_\_ 10-19%\_\_\_\_\_ 20-29%\_\_\_\_\_

30-49%\_\_\_\_\_ >50%\_\_\_\_\_

2) If your agency collects fees from AFDC HAP temporary assistance, has there been any changes in your program (e.g., change in the number of persons seeking shelter) or do you anticipate any changes?

yes\_\_\_\_ no\_\_\_\_ If yes, please explain:

**B. 6. QUESTIONS FOR DOMESTIC VIOLENCE EXPERTS AND AGENCIES**

Date \_\_\_\_\_

Agency \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

**1. Barriers to Accessing Shelter**

a. What are the most common reasons for domestic violence victims not being able to access crisis shelter?

No available beds\_\_\_\_\_

No available intake to shelter\_\_\_\_\_

No available transportation\_\_\_\_\_

Victim lives in the community\_\_\_\_\_

Services not available for person\_\_\_\_\_

Physical barriers: shared spaces inappropriate\_\_\_\_\_

not ADA accessible\_\_\_\_\_

Other\_\_\_\_\_

b. What are the barriers that domestic violence victims face in accessing emergency shelter?

- c. Are there any barriers related to the time of day shelter is needed?
  
  
  
  
  
  
  
  
  
  
- d. What types of domestic violence victims do not have access to shelter (e.g., families with male teenagers, active substance abusers, persons with mental illness, etc.)?
  
  
  
  
  
  
  
  
  
  
- e. What do you think happens to these victims who are not able to access shelter (e.g., end up on the streets, in the homeless systems, stay in the abusive relationship)?
  
  
  
  
  
  
  
  
  
  
- f. What data or experience do you base your assessments on?



## **2. Location of Domestic Violence Shelters**

- a. Are there geographic areas which are underserved?
  
  
  
  
  
  
  
  
  
  
- b. Are there geographic areas which are unserved?
  
  
  
  
  
  
  
  
  
  
- c. Do you think that domestic violence shelters should be near police stations or other public safety agencies?    yes\_\_\_    no\_\_\_    Why or why not?

## **3. Need for Additional Domestic Violence Shelter Beds**

- a. Do you think that there is a need for "HUB" centers (short term, 1-7 days, 24-hr crisis response facility to provide immediate, safe shelter with crisis intervention, education and referral resources when special circumstances exist and/or there is a lack of crisis shelter space)?  
yes\_\_\_            no\_\_\_            Why or why not?

b. Do you think that there is a need for more domestic violence emergency shelters and beds?    yes\_\_\_\_    no\_\_\_\_    Why or why not?

c. Do you think that there is a need for more domestic violence second stage/transitional housing shelters and beds?    yes\_\_\_\_    no\_\_\_\_  
Why or why not?

d. Are there any changes in the system that you anticipate that will influence the DV response system?

e. Are there any changes in the population that you know of or anticipate that will influence the DV response system?

Are there any experts in the domestic violence field that you think we should interview?

## B. 7. QUESTIONS FOR LAW ENFORCEMENT AND HEALTH PROFESSIONALS

Date \_\_\_\_\_

Agency \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

### 1. Barriers to Accessing Shelter

a. What percentage of domestic violence victims encountered by your staff are not able to access crisis shelter when needed? \_\_\_\_\_

b. What data or experience do you base this percentage on?

c. What are the most common reasons for domestic violence victims not being able to access crisis shelter?

No available beds\_\_\_\_\_

No available intake to shelter\_\_\_\_\_

No available transportation\_\_\_\_\_

Victim lives in the community\_\_\_\_\_

Services not available for person\_\_\_\_\_

Physical barriers: shared spaces inappropriate\_\_\_\_\_

not ADA accessible\_\_\_\_\_

Other\_\_\_\_\_



d. What are the barriers that domestic violence victims face in accessing emergency shelter?

e. Are there any barriers related to the time of day shelter is needed?

f. What types of domestic violence victims do not have access to shelter (e.g., families with male teenagers, active substance abusers, persons with mental illness, etc.)?

g. What do you think happens to these victims who are not able to access shelter (e.g., end up on the streets, in the homeless systems, stay in the abusive relationship)?

h. What data or experience do you base your assessments on?

## **2. Location of Domestic Violence Shelters**

a. Are there geographic areas which are underserved?

b. Are there geographic areas which are unserved?

c. Do you think that domestic violence shelters should be near police stations or other public safety agencies? yes\_\_ no\_\_\_ Why or why not?

### **3. Need for Additional Domestic Violence Shelter Beds**

a. Do you think that there is a need for "HUB" centers (short term, 1-7 days, 24-hr crisis response facility to provide immediate, safe shelter with crisis intervention, education and referral resources when special circumstances exist and/or there is a lack of crisis shelter space)?

yes\_\_      no\_\_\_      Why or why not?

b. Do you think that there is a need for more domestic violence emergency/crisis shelters and beds?      yes\_\_\_      no\_\_\_      Why or why not?

c. Are there any changes in the system that you anticipate that will influence the DV response system?

d. Are there any changes in the population that you know of or anticipate that will influence the DV response system?

Are there any experts in the domestic violence field that you think we should interview?

# DOMESTIC VIOLENCE SHELTERS IN THE CITY OF LOS ANGELES CITY

Agency	Program	Crisis Beds	Second Stage Beds	Max Stay
1736 Family Crisis Center	Second Step Shelter South Central Los Angeles	10	10	6 mths
1736 Family Crisis Center	Second Step Shelter South Central Los Angeles	10	10	6 mths
American Philanthropy Association*	Alternative and Empowerment Project		20	24 mths
Center for the Pacific Asian Family, Inc.	Domestic Violence Shelter Program	54		45 days
Center for the Pacific Asian Family, Inc.*	Harbor House		19	6 mths
Chicana Service Action Center	E.L.A. Bilingual Shelter for Victims of Domestic Violence	40		45 days
Chicana Service Action Center	Free Spirit Shelter	22		45 days
Didi Hirsch Psychiatric Services	Via Avanta Domestic Violence Program		40	12 mths
Good Shephard Shelter of Los Angeles	Good Shephard Shelter		63	14 mths
Haven Hills, Inc.	Haven Hills Domestic Violence Shelter	36		30 days
Haven Hills, Inc.*	Transitional Housing Project		90	18 mths
House of Ruth Los Angeles*	Transitional Housing Program		24	6 mths
Jenesse Center, Inc.	Shelter and Services for Battered Women and Their Children	28		30 days
Jenesse Center, Inc.*	Transitional Housing Facility		20	6 mths
Jewish Family Service of Los Angeles Family Violence Project	Tamar House	10		30 days
Jewish Family Service of Los Angeles Family Violence Project	Hope Cottage Transitional Housing Program		25	6 mths
Little Tokyo Service Center*	Pacific Asian Transitional Housing		24	24 mths
MJB Transitional Recovery, Inc.*	Flower House		30	24 mths
Rainbow Services, Ltd.	Rainbow House	40		45 days
Rainbow Services, Ltd.*	Villa Paloma		37	9 mths
San Fernando Valley of Friends**	Women's Care Cottage		15	60 days
WAVE*	Harbour Community Project		156	18 mths
		250	583	

\* Not currently open.

\*\* Homeless shelter that operates as second stage/transitional shelter, receiving referrals from domestic violence crisis shelters. Does not accept victims fleeing from domestic violence



# DOMESTIC VIOLENCE SHELTERS THROUGHOUT COUNTY OF LOS ANGELES, INCLUDING LOS ANGELES CITY

Agency	Program	Crisis Beds	Second Stage Beds	Max Stay
1736 Family Crisis Center	Emergency Shelter for Battered Women and Their Children	9		28 days
1736 Family Crisis Center	Second Step Shelter South Bay	7	8	6 mths
1736 Family Crisis Center	Second Step Shelter South Central Los Angeles	10	10	6 mths
1736 Family Crisis Center	Second Step Shelter South Central Los Angeles	10	10	6 mths
American Philanthropy Association*	Alternative and Empowerment Project		20	24 mths
Antelope Valley Domestic Violence Council	Valley Oasis Shelter	96		60 days
Association to Aid Victims of Domestic Violence		6		60 days
Center for the Pacific Asian Family, Inc.	Domestic Violence Shelter Program	54		45 days
Center for the Pacific Asian Family, Inc.*	Harbor House		19	6 mths
Chicana Service Action Center	E.L.A. Bilingual Shelter for Victims of Domestic Violence	40		45 days
Chicana Service Action Center	Free Spirit Shelter	22		45 days
Didi Hirsch Psychiatric Services	Via Avanta Domestic Violence Program		40	12 mths
Dominguez Family Shelter	Dominguez Family Shelter	14		45 days
El Monte Youth Development Center	Pathways (Emergency)	14		45 days
El Monte Youth Development Center	Pathways (Transitional)		12	18 mths
Good Shephard Shelter of Los Angeles	Good Shephard Shelter		63	14 mths
Haven Hills, Inc.	Haven Hills Domestic Violence Shelter	36		30 days
Haven Hills, Inc.*	Transitional Housing Project		90	18 mths
Haven House, Inc.		36		45 days
House of Ruth Incorporated	Emergency Shelter	20		30 days
House of Ruth Los Angeles*	Transitional Housing Program		24	6 mths
Jenesse Center, Inc.	Shelter and Services for Battered Women and Their Children	28		30 days
Jenesse Center, Inc.*	Transitional Housing Facility		20	6 mths

\* Not currently open.

\*\* Homeless shelter that operates as second stage/transitional shelter, receiving referrals from domestic violence crisis shelters. Does not accept victims fleeing from domestic violence.

# DOMESTIC VIOLENCE SHELTERS THROUGHOUT COUNTY OF LOS ANGELES, INCLUDING LOS ANGELES CITY

<u>Agency</u>	<u>Program</u>	<u>Crisis Beds</u>	<u>Second Stage Beds</u>	<u>Max Stay</u>
Jewish Family Service of Los Angeles Family Violence Project	Tamar House	10		30 days
Jewish Family Service of Los Angeles Family Violence Project	Hope Cottage Transitional Housing Program		25	6 mths
Little Tokyo Service Center*	Pacific Asian Transitional Housing		24	24 mths
MJB Transitional Recovery, Inc.*	Flower House		30	24 mths
Ocean Park Community Center	Sojourn Services for Battered Women and Their Children	15		6 weeks
Rainbow Services, Ltd.	Rainbow House	40		45 days
Rainbow Services, Ltd.*	Villa Paloma		37	9 mths
San Fernando Valley of Friends**	Women's Care Cottage		15	60 days
San Gabriel Valley YWCA	WINGS	32		45 days
Southern California Alcohol and Drug Programs, Inc.	Angel Step Inn	24		45 days
Su Casa Family Crisis and Support Center	Su Casa Family Crisis and Support Center	22		30 days
Su Casa Family Crisis and Support Center	Su Casa's Transitional Living Program		16	12 mths
Union Station Foundation**			60	60 days
WAVE*	Harbour Community Project		156	18 mths
Whosoever Will Christian Church	Oshun Village Battered Women's Shelter	26		45 days
Women and Children's Crisis Shelter, Inc.	Women and Children's Crisis Emergency Shelter	30		30 days
WomenShelter of Long Beach		27		30 days
YWCA of Glendale	The Domestic Violence Project	17		45 days
YWCA of Pasadena**	Hestia House		15	60 days
		<u>645</u>	<u>694</u>	

\* Not currently open.

\*\* Homeless shelter that operates as second stage/transitional shelter, receiving referrals from domestic violence crisis shelters. Does not accept victims fleeing from domestic violence.

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